

Managing Diverse Behavioral Styles

We each think, act and are motivated in unique ways. One management approach that worked excellently with one person may yield a different response from someone else. This program utilizes the DiSC® model for understanding behavioral styles to help managers understand themselves and recognize approaches for being most effective with each individual they manage. This program utilizes a *DiSC® (Personal Profile System)* instrument to help each participant identify his or her own behavioral style tendencies when managing others.

Program Length: One-Half Day

Major Topics:

- How we develop behavioral style tendencies
- Characteristics of each of the 4 behavioral styles, and the combination patterns
- Why each style is needed for effective teamwork
- What to value in the diverse behavioral tendencies of each employee
- How each style wants to be managed
- What to emphasize and what to avoid when working with each style
- Action Planning for leveraging one's strengths and development opportunities

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Delivery Options

This program can be delivered in the classroom or on-line over the internet. It also utilizes on-line reinforcement courseware and application tools for transfer of learning to the job.



Benefits To The Individual:

- Recognize their own behavioral style strengths and development needs
- Learn to identify the behavioral styles of others
- Learn the motivators and demotivators of each behavioral tendency
- Recognize methods for adapting one's approach to each individual they manage
- Learn a better, simpler model to understand the complexity of human behavior

Benefits To The Organization:

- Build stronger relationships with staff
- Create a more motivational climate
- Ease interpersonal frustration and conflict
- Create a culture of acceptance around diverse interpersonal styles

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