

1 DAY

ODYSSEY
TRAINING™

An SGS Company

ADVANCED INTERPERSONAL SKILLS WITH DISC®



COMMUNICATION COURSE

LEARNING OUTCOMES

- Identify your preferred communication style using the DISC® Profile.
- Recognise DISC® styles in others and adapt your style to get the best results possible.
- Understand how to motivate different styles to gain more productivity.
- Identify why there is tension amongst the different profiles and develop a strategy to deal with the differences.
- Increase your self-awareness and prevent situations escalating into conflict.

CORE COMPETENCIES

- Business Acumen
- Composure
- Interpersonal Savvy
- Understanding Others

COURSE OVERVIEW

It can be a challenge to work with people who do things differently to us. However, individuals grow and teams thrive when they embrace their differences and understand that different isn't bad, different is just that – it's different. The DISC® Profile will help you to understand your communication and behavioural style better and bridge the understanding gap between yourself and others.

TOPICS COVERED IN THIS COURSE

Deal with frustrating behaviours

Identifying those frustrating behaviours at work and look at ways to overcome them for a more productive working relationship.

Tension amongst the profiles

The key to understanding and working better with others is first to understand yourself, where your priorities lay, and how you like to work. Also, learn how to recognise where the priorities of others lay and understand and recognise how they like to work.

Using the DISC® Profile

How you can use your type to communicate better and reduce conflict in the workplace.

How to motivate others

Understanding the do's and don'ts around what motivates the four different DISC® styles.

When things get difficult

Recognise where difficult behaviour comes from, and consider the best ways to deal with it.

Self-awareness

Reflect on your behavioural style and learn how you can communicate more effectively with others.

Practical, relevant training developed for the Australian workplace.

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