

Detailed Outline for “Service With A *Style*” © 2006 Personality Dynamics

The basic concept of this Program is to:

- (a) understand how we perceive ourselves and others in all types of situations and relationships
- (b) learn how others develop their own perceptions of those same situations and relationships
- (c) discover how to then interact and deal *effectively* with people and situations of all kinds
- (d) fully enable the *application* of this knowledge in Customer Service and Team interactions

Program is delivered in four (4) Modules as follows:

Module (1) – “Overview of Me and You – Styles & Temperaments” – approx. 2 hours

This module delivers training on the unique styles of each participant – and the strengths they bring to the table – with regard to the following:

- customers
- co-workers
- other company or team personnel
- family and relatives
- friends, acquaintances, organization members
- situations and environments
- issues, conflicts, disagreements

The method for delivering this information is via the Adult Profile Assessment and the exercises contained therein together with the stand-up / break-out interactive activity. Each participant comes away with the following:

- Completed Adult Profile Assessment and Style Graphs
- Adult Profile Assessment booklet with completed exercises and “My Action Plan”
- A basic understanding of DISC and the Model of Human Behavior
- A clear understanding of their own Style Blend and characteristics
- An awareness of how Style Blends define one’s Perspectives
- And why those Perspectives have such an impact in relating to others

Module (2) – “Basic Team Concepts” – approx. 1.5 hours

This module is the first half of the comprehensive Team@Work Module. The intent is to deliver additional training on the Perspectives and Style Blends of each participant, and introduces the concept of understanding the Perspectives and Style Blends of others.

The method for delivering this information is via the Team@Work booklet as follows:

- Page 3 – Introduction to Teamwork, Overview and Purpose
- Pages 4-13 – Review / Additional Info on the DISC Model of Human Behavior
- Pages 14-15 – Personality Map / Quadrant Flow – How and Why it occurs
- Pages 16-17, 24-25 and 32-33 – Detecting and Understanding Other Style Blends

Takeaway items:

- Completed fill-ins and notes on pages 5-13
- Personality Map (preliminary) to understand Quadrant Flow
- Fill-ins and notes on pages 16, 32 and 33

### Module (3) – “Utilizing Team Concepts” – approx. 2 hours

This module expounds on the means and purpose of effective interactions with people of all types and Style Blends in various situations. Participants engage in interactive learning as well as instructor led teaching to reinforce the concepts presented.

The method for delivering this information is via the Team@Work booklet as follows:

- Pages 26-27, 28, 30 – LIMITED Team Exercises (max. 4 teammates for each)
- Pages 34-36 – Secret Insights and why they are important
- Page 37 – Danger Zones (Relate back to Blind Spots)
- Page 38 – Empowering Statements / Differences in how people respond to them
- Case Study and/or Interactive Exercise or Game to illustrate the foregoing info
- Page 40 – Benefits for each Style Blend / each type of Perspective

Takeaway items:

- Limited Team Exercises in Team@Work (able to complete further on their own)
- Results and notes from illustrative Case Study / Exercise / Game as completed
- Completed Team@Work booklet

### Module (4) – “Beyond Customer Service” – approx. 2 hours

This module takes the learning and information from the previous modules and ties it together with how it applies to Customer Service. It shows how using DISC effectively can elevate an organization beyond the general concepts of “good Customer Service” to a level where they can easily create “Raving Fans”!

The method for delivering this information includes:

- A brief review of the DISC Model of Human Behavior, and Style Blends
- References and perspectives on Raving Fans and other known works
- Effectively Reading People Flip Charts
- Video interaction to observe varying Styles and Blends
- A special resource piece that incorporates Customer Service concepts with DISC Style Blends and trends (secondary, tertiary styles and how it all ties together)
- Interactive exercise(s) of Customer Service situations so participants feel comfortable with knowing how to effectively read people and situations and respond effectively

Takeaway items:

- Completed Resource Piece (PQ type) for “Beyond Customer Service”
- Completed exercise(s), notes and experienced interactions of Cust. Svc. situations