

# Relations Management Using DISC

1 Day

## ABOUT DISC

The DISC Profile is a non-judgmental tool for understanding behavioral types and personality styles. It helps people explore behavior across four primary dimensions:

- **Dominance:** To the point, decisive and bottom line oriented. These people tend to be independent and results driven. They are strong-willed people who enjoy challenges, taking action, and immediate results.
- **Influence:** Optimistic and outgoing. They tend to be highly social and outgoing. They prefer participating on teams, sharing thoughts, and entertaining and energizing others.
- **Steadiness:** Empathetic & Cooperative. These people tend to be team players and are supportive and helpful to others. They prefer being behind the scene, working in consistent and predictable ways. They are often good listeners and avoid change and conflict
- **Conscientiousness:** Concerned, Cautious & Correct. These people are often focused on details and quality. They plan ahead, constantly check for accuracy, and what to know "how" and "why".

## PROGRAMME OUTLINE

Time	Content
0830	<ul style="list-style-type: none"> <li>• <b>Opening Address</b></li> <li>• <b>Group Formation</b></li> </ul> <p><i>The Case of Relations Management</i></p> <ul style="list-style-type: none"> <li>• <b>Handling Customers through Behavioral Applications</b></li> </ul> <p><i>DISC® Jamboree</i></p>
1015	Tea Break 1
1030	<ul style="list-style-type: none"> <li>• <b>"Aware – Accept – Adapt" Approach</b></li> <li>• <i>DISC® Interpretation</i></li> <li>• <i>DISC® Applications</i></li> <li>• <i>Strengths &amp; Weaknesses</i></li> <li>• <i>Knowing the 15 Classical Patterns</i></li> </ul>

1230	Lunch
1330	<ul style="list-style-type: none"><li>• <b>Adaption Strategy – Sales Edge with DiSC®</b></li><li>• <i>Mindset Shift</i></li><li>• <i>People-Reading – Matching and Leading Customers</i></li><li>• <i>Practice – Role Play</i></li></ul>
1530	Tea Break 2
1545	<ul style="list-style-type: none"><li>• <b>Conflict Management</b></li><li>• <i>Managing Customers' Relations</i></li><li>• <i>5 Points Management</i></li><li>• <i>Tips on Negotiation</i></li></ul>
1700	End of Workshop