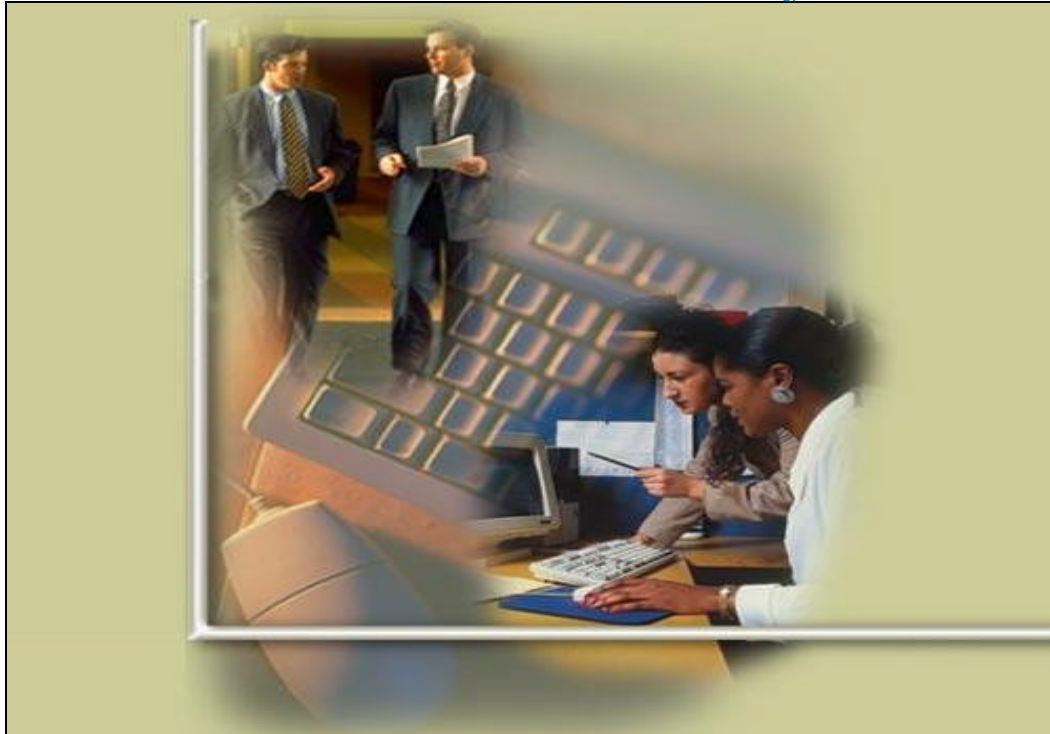


Why aren't you Normal ... like **ME?**

Understanding and Communicating with the 4 Basic Behavioral Styles



Do certain people just **RUB** you the Wrong way?

In this Seminar You Will Learn To:

- R**ecognize your own Behavioral Style
- U**nderstand & Appreciate other Behavioral Styles
- B**lend & Adapt your Behavior to Communicate Better

So that you can “**RUB**” people the right way, get along better, be a better employee, manager, team member, and get **your** way more often!

Why aren't you Normal ... like **ME?**

Agenda

(An Operator's Manual for Managing People)

A. Introduction to D.I.S.C. Behavioral Styles

1. Dominance: How People Deal with *Problems*
2. Influence: How People Interact with other *People*
3. Steadiness: How People Respond to *Change*
4. Compliance: How People Respond to *Rules* Set by Others

B. General characteristics of each behavioral style

1. Value to the organization
2. Possible limitations
3. Most effective communications
4. Getting along others with similar & different behavioral tendencies

C. Practical Uses of the D.I.S.C.

1. Interviewing
2. Hiring & Placement
3. Training & Development
4. Conflict Resolution
5. Employee revitalization
6. Team building
7. Performance appraisals
8. Career path planning