



Outback

Team Building & Training

A Practical Guide to Using D.I.S.C. in the Workplace

Table of Contents



PART ONE: What Is D.I.S.C.?

What Does D.I.S.C. Mean? 5

How Does D.I.S.C. Work? 6

PART TWO: How to Implement D.I.S.C. at Work

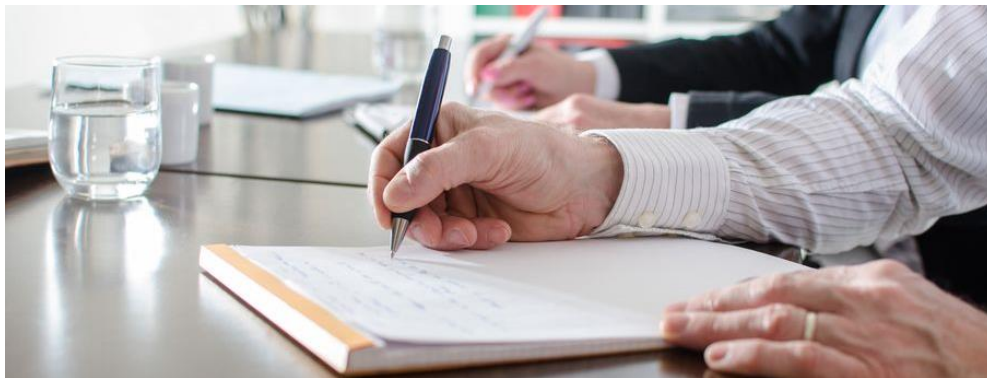
3 Steps to Introduce D.I.S.C. 8

1. Take the Test as a Team 9

2. Do a Training Session 10

3. Keep D.I.S.C. Relevant 11

Table of Contents



PART THREE: 5 Ways to Effectively Use D.I.S.C. at Work

<u>5 Ways to Use D.I.S.C.</u>	13
<u>1. Meetings & Projects</u>	14
<u>2. Conflict Resolution</u>	15
<u>3. Performance Management</u>	16
<u>4. Customer Relations</u>	17
<u>5. Recruitment</u>	18

PART FOUR: Get a Pro D.I.S.C. Assessment

<u>About Lyndon Friesen</u>	20
<u>Customer Feedback</u>	22
<u>Get In Touch</u>	23



PART ONE:

What Is D.I.S.C.?

*Find Out What D.I.S.C. Means
and How It Works*

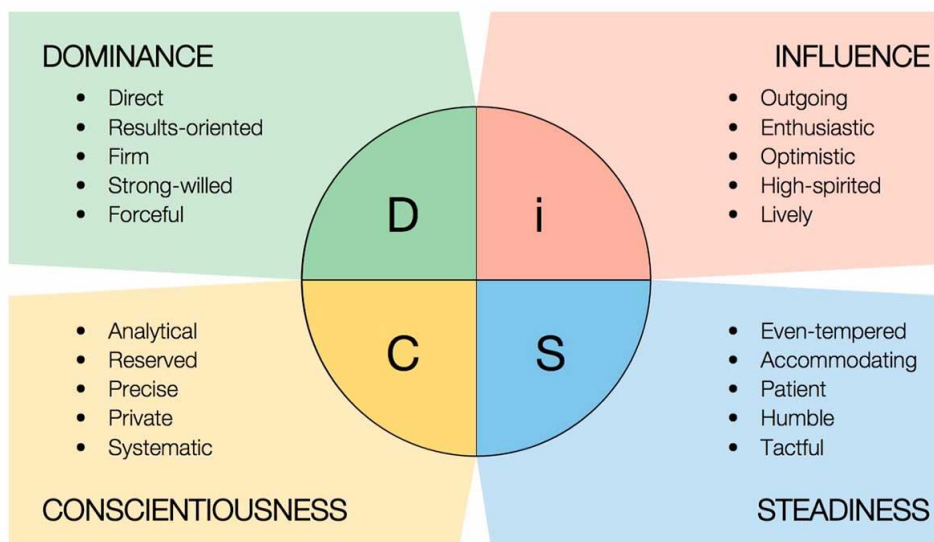
What Does D.I.S.C. Mean?

Representing four distinct personality traits, D.I.S.C. is a self-assessment resource used to help teams collaborate more effectively.



D.I.S.C. is a **behavioral self-assessment tool** often used by groups to help them work better together.

Based on work done by Dr. William Moulton Marston, this test can help individuals identify personality traits as it relates to **D.I.S.C.'s four quadrants**:



How Does D.I.S.C. Work?

Here's how individuals are evaluated and represented within the four quadrants of the D.I.S.C. profiles.



In order to determine where you fall within the four quadrants, individuals **start by taking a quiz**. This is a self-assessment test, in which you answer a series of questions as honestly as you can about your behaviors.

Your results from the assessment will **place you somewhere within the quadrants**, determining which traits most accurately represent you: Dominance, Influence, Steadiness, or Conscientiousness.

Read on to discover **practical ways to use D.I.S.C.** assessments to your advantage in the workplace.

You can also learn more about how Outback can help your team with D.I.S.C. assessments by giving our team a **call at 1-800-565-8735**, or **[visiting our website to get your free consultation](#)**.



PART TWO:

How to Implement D.I.S.C. at Work

*Tips on How to Introduce D.I.S.C.
Within Your Organization*

3 Steps to Introduce D.I.S.C.

Here are the three things you can do with your team to effectively implement D.I.S.C. and make it a part of your day-to-day operations.



Interested in D.I.S.C. assessments but not sure where to begin?

Our team recently sat down with **Lyndon Friesen**, Lead Skill Development Facilitator at Outback, to discuss the best ways to use D.I.S.C. in the workplace.

Here are **three important steps he recommends** taking to introduce D.I.S.C. within your organization:

1. **Take the Quiz** – Do the online D.I.S.C. assessment with your colleagues
2. **Dig Deeper** – Bring in a third-party professional to help your group unpack the results
3. **Identify an Advocate** – Seek out someone within your group to help keep D.I.S.C. top of mind

1. Take the Test as a Team

Within any organization, completing the self-evaluation as a group is the first step towards making the most of D.I.S.C.



Request that everyone on your team do the assessment, either all together or on their own time.

“The benefit comes when you do it with other people who are within your team dynamic,” says **Lyndon**.

You can choose to take the test a variety of different ways, including:

- **Free Tests** – These versions are usually not accredited but are available to take at no cost, such as www.123test.com.
- **Paid Products** – Companies like [Personality Profile Solutions](#) offer online D.I.S.C. assessments at a range of different prices.
- **Training Sessions** – D.I.S.C. assessments can be added to skill development programs, such as [Emotional Intelligence](#) and [Conflict Resolution](#).

2. Do a Training Session

Bring in a third-party professional to help unpack your D.I.S.C. assessments, while tackling your group's unique challenges.



When it comes to D.I.S.C. profiles, working with a professional facilitator can help provide your team with:

- **Expert analysis** and a breakdown of your results
- **Unbiased perspective** on your team dynamic
- **Custom guidance** on your group's issues

"Anytime you get an outside perspective, it really helps," says Lyndon. "Somebody who understands what the actual dot means within the graph or chart. Someone who then allows you to begin to see where your teammates are, and gives you the understanding as to why somebody might react one way to a situation, and you might react very differently."

[Learn more about working with a facilitator.](#)

3. Keep D.I.S.C. Relevant

Ensure that your team has an advocate within the company to help keep D.I.S.C. assessments working for you.



Lyndon's final recommendation to ensure you're using D.I.S.C. effectively? Keep what you learned relevant.

"I often will say that after the work that I do with the client is done, the real work begins, which is bringing the learning to life," **says Lyndon.**

One of the best ways to do this is to identify someone who is willing **to lead the charge**. This person will be responsible for keeping D.I.S.C. visible. For example, here are a few suggestions from Lyndon:

- **Coffee Dates** – Go for coffee and spend quality time with someone who has a different profile
- **Make a Mural** – Display the quadrants on a prominent office wall with your teams' dots
- **Name Tag Day** – Proudly wear your profile on a name tag to celebrate your strengths



PART THREE:

5 Ways to Effectively Use D.I.S.C. at Work

*Common Workplace Scenarios that
Can Benefit from Using D.I.S.C.*

5 Ways to Use D.I.S.C.

These five business scenarios show how you and your colleagues can use D.I.S.C. to become a stronger, more cohesive team.



Once your team has successfully figured out how to keep **D.I.S.C.** top of mind within your organization, you can begin using it effectively throughout **everyday business interactions**.

Here are five common workplace situations that you and your team can use D.I.S.C. in:

1. [Meetings & Projects](#)
2. [Conflict Resolution](#)
3. [Performance Management](#)
4. [Customer Relations](#)
5. [Recruitment](#)

1. Meetings & Projects

Does it feel like your meetings never go anywhere? Here's how D.I.S.C. can help you manage more productive meetings and projects.



Equipped with the knowledge that not everyone works in the same way, your team can make better use of **colleagues' strengths** during meetings and projects.

In a meeting, for example, you'll be able to source different, **complementary opinions**. You will also be more aware that just because someone isn't asserting their ideas, doesn't mean they don't have any.

Understanding the different profiles can also help you put together a more rounded team for a project, and **embrace differences** in how you work.

"In a perfect world," says Lyndon, "somebody who is high in Conscientiousness, when they're assembling their own mini team to work on a project, would actually go after somebody who is high in 'D'...who is results-orientated."

2. Conflict Resolution

Use D.I.S.C. to help you turn conflicts into an opportunity to strengthen working relationships and embrace differences.



No one enjoys conflict. But, in most organizations, it can be a difficult thing to avoid all together.

Lyndon suggests, however, that once teams know their colleagues' profiles, conflict can become a **positive opportunity**.

If you understand where someone is coming from, it can be easier to **embrace differences**, such as communication styles and perceived work ethic.

“When you see a team not avoiding each other and working with each other, they’re actually embracing that we are different, and that we’re bringing different things to the table,” says Lyndon. “That’s exciting!”

Not sure where to start? Learn how to turn a negative clash into something positive with [Conflict Resolution](#).

3. Performance Management

Provide more effective performance management to employees by adjusting feedback to match their D.I.S.C. profiles.



If you're a manager, knowing your team's **D.I.S.C. profiles**, as well as your own, can help you provide more **constructive** and effective feedback.

Before offering positive encouragement, negative feedback, or a general performance review, think about **the individual** you will be talking to.

For example, if you rank high on **Influence** but your team member leans towards **Conscientiousness**, you may want to give feedback in a private setting and provide data to back up any points. This most likely **would differ** from your initial instinct to give praise publicly, or offer feedback – good or bad – with enthusiasm.

“Understanding ourselves and understanding our teammates is critical,” says Lyndon.

4. Customer Relations

Adjust sales tactics and customer service communications based on the different D.I.S.C. profiles.



Employees who are in **customer-facing roles**, such as sales or customer service, can use their understanding of D.I.S.C. to better serve the people who buy from you.

While your team will not have the advantage of knowing your customers' D.I.S.C. profiles, you can use your **knowledge** on the subject to make educated decisions.

For example, if you fall in the **Steadiness** quadrant, your sales strategies may be quite **tactful** and a bit more on the **cautious** side.

But if the customer you are talking to is asking very **direct** questions, you might decide to offer them a sales pitch that's more **results-oriented** and **firm**, assuming they are a "D," or **Dominant**.

5. Recruitment

Fill in the missing gaps on your team by seeking out candidates who represent different quadrants within the D.I.S.C. assessment.



Hiring managers and **HR departments** can use D.I.S.C. to help your company find the best fit for your team.

Once you've determined the profiles of your existing employees, all you have to do is add the D.I.S.C. assessment to your **interview process**.

Potential candidates' results can help you find someone who represents a quadrant that your team may currently be **lacking**.

"I think it's important, if you think of recruitment," says Lyndon, "if one of the teams you had were filled with a bunch of people that were strong in one of the quadrants but missing in another, it would be, 'We need to identify somebody that might actually complement us, versus be the same as us.'"



PART FOUR:

Get a Professional D.I.S.C. Assessment

*Find Out More About Working
with Lyndon Friesen*

About Lyndon Friesen

Learn more about Outback Team Building & Training's Lead Skill Development Facilitator, Lyndon Friesen.



ABOUT LYNDON

Lyndon first developed a love of entrepreneurship during his university years while running a painting franchise. Since then, he has been on a mission to help corporate groups of all kinds reach their full potential.

The work that Lyndon does with D.I.S.C. is often woven into a skill development topic, such as team dynamics or emotional intelligence, to give context to the learning.

PROFESSIONAL BACKGROUND

With a degree in business, Lyndon has worked in a number of high-growth and entrepreneurial environments.

He has also been on the executive leadership team in several different industries, including franchising, manufacturing, and retail.

“

The entire session was helpful in addressing the exact issues our group was struggling with. The facilitator was engaging, passionate, and knowledgeable. I loved this course!



The team from **Penske Truck Leasing** participated in an Emotional Intelligence session.

Customer Feedback

When asked if they would recommend Outback's skill development programs, customers like these gave us an average rating of 9.05 out of 10!



YAHOO!



jambam



CBRE

XPO Logistics

powerex.
Supply. Flexibility. Commitment.



Get In Touch

To find out more about how Outback can help your team with D.I.S.C. assessments, get in touch:



1-800-565-8735



info@outbackteambuilding.com



www.outbackteambuilding.com

BOOK YOUR FREE CONSULTATION