

# Mosaïque Consulting LLC

## Why Are We So Different?: *Learning About & Adapting to Different Communication Styles Using DiSC®*

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To develop effective relationships at work, you must be trusted first and foremost, but you also must use a variety of interpersonal and communication skills when working with others – since we are all different in how we communicate.

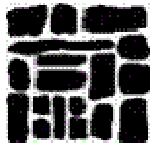
This workshop will help you implement various strategies and methods to improve the way you communicate with your manager, co-workers, and in your personal relationships. To help us better understand our own communication behaviors, the DiSC Profile is utilized to provide in depth information about ourselves. So, *what is DiSC?*

DiSC® is a model of human behavior that helps people understand “why they do what they do.” The four dimensions of behavior include: **Dominance**, **influence**, **Steadiness**, and **Conscientiousness**.

<p style="text-align: center;"><b><u>Dominance</u></b></p> <p style="text-align: center;"><i>The “D” style is focused on overcoming problems.</i></p> <p style="text-align: center;">Strengths: Direct, Self Assured, Results Oriented, Competitive</p>	<p style="text-align: center;"><b><u>Influence</u></b></p> <p style="text-align: center;"><i>The “i” style is focused on influencing or persuading others.</i></p> <p style="text-align: center;">Strengths: Outgoing, Enthusiastic, Optimistic, Persuasive</p>
<p style="text-align: center;"><b><u>Conscientiousness</u></b></p> <p style="text-align: center;"><i>The “C” style is focused on being accurate.</i></p> <p style="text-align: center;">Strengths: Analytical, Reserved, Precise, Orderly</p>	<p style="text-align: center;"><b><u>Steadiness</u></b></p> <p style="text-align: center;"><i>The “S” style is focused on support and security.</i></p> <p style="text-align: center;">Strengths: Accommodating, Patient, Predictable</p>

### *Workshop Objectives:*

- Create a communication toolkit based on your DiSC profile results and discover the four styles of behavior
- Discover your strengths and what happens when you overuse those communication behaviors
- Learn how to *adapt* your communication to different styles
- Learn how to ‘read’ other people



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### *Target Audience:*

- Employees who work with internal and external customers at any level within the organization and Customer Service team members

### *Course Length:*

- 4 hours to 16 hours (highly interactive with more group activities if the session is longer)