

# Understanding Behavioral Styles

*How to improve your communications and effectiveness when interacting with others*

ON-LINE | SELF-PACED

## COURSE OBJECTIVES

People behave differently; they exhibit different behavioral styles. A greater understanding of these behavioral styles can help you to improve communications and interact more effectively with other people; even those you find most challenging.

This course provides insight into your own behavioral style and an increased awareness, understanding and appreciation for other behavioral styles. Equally important, you learn how to make adjustments in your interactions that will enhance your effectiveness with others.

Immediate results can be achieved when working with others on teams, in negotiations and sales consulting, as well as customer service and leadership situations. These insights and techniques are also helpful when managing relationships outside of the workplace.

## COURSE OVERVIEW

The eleven-lesson course is designed to be taken at your own pace and can be completed in approximately two hours. The self-paced course is developed and designed to be highly engaging, entertaining and educational. Each lesson includes the use of interactive graphics, audio, text, animation exercises, quizzes and practical application of the knowledge gained.

References to Behavioral Styles are based on the Personal Profile System®, copyright 1994, Inscape Publishing Inc., Minneapolis, MN. "DiSC" and "Personal Profile System" are registered trademarks of Inscape Publishing, Inc.

## LESSONS

- 1) Introduction
- 2) Different Behavioral Styles
- 3) Personal Profile System
- 4) The Four Behavioral Styles
- 5) Recognizing Behavioral Styles
- 6) Behavioral Styles and Listening
- 7) Improve Your Performance
- 8) Reading and Reacting to People
- 9) Determining Behavioral Style
- 10) Practical Applications
- 11) Knowledge Assessments

## Reinforcing Your Understanding of Behavioral Styles

*An Online Self-Paced Reinforcement Tool*

**This re-enforcement tool consists of the following lessons:**

- ◇ Recognizing Behavioral Styles
- ◇ Improve Your Performance
- ◇ Reading and Reacting to People
- ◇ Practical Application

The on-going challenge in learning is to have an effective, cost efficient and convenient tool to continually reinforce previous training investments. 'Reinforcing Your Understanding Of Behavioral Styles' is an ideal follow-on for reinforcing DiSC® training and the Personal Profile System®. This 45-minute refresher course will help keep you current with the concepts and practical application of the DiSC® behavioral style methodology. You will learn to adapt unique strategies for interacting with peers, managers or customers. This course can be taken anytime after initial training and as frequently thereafter as desired.

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## COURSE OBJECTIVES

*Understanding behavioral styles can help you to improve all communications and interact more effectively with other people.*

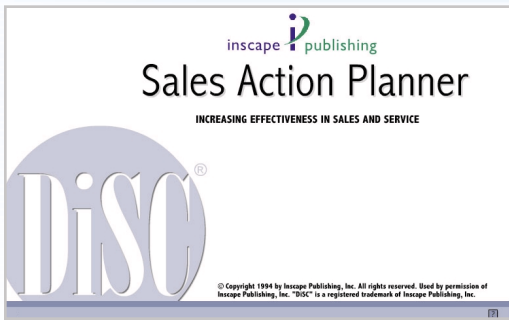
This course reinforces insight into your behavioral style as well as your awareness, understanding and appreciation for other behavioral styles. Equally important, you are reminded of techniques for adjusting your behavior to enhance your effectiveness with others.

## COURSE OVERVIEW

*The four-lesson course is designed to be taken at your own pace and can be completed in approximately forty-five minutes.*

The course is designed and developed to be highly engaging, entertaining and educational. Each lesson includes the use of interactive, graphics, audio, text, animation, exercises and practical application of the knowledge gained.

# Inscape's On-Line Action Planners



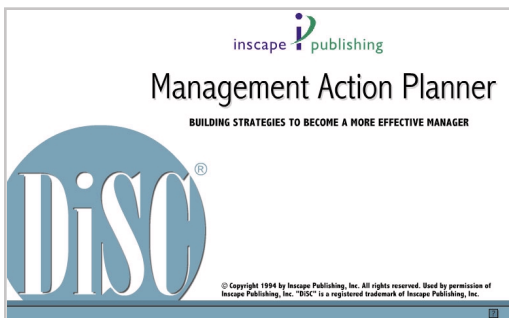
## DISC® SALES ACTION PLANNER

Create successful sales strategies and increase client receptivity and sales results. Quickly identify prospect's "comfort zone" in the sales process and determine the best ways to open the call, make the presentation, negotiate, close the sale and maintain positive client relationships.



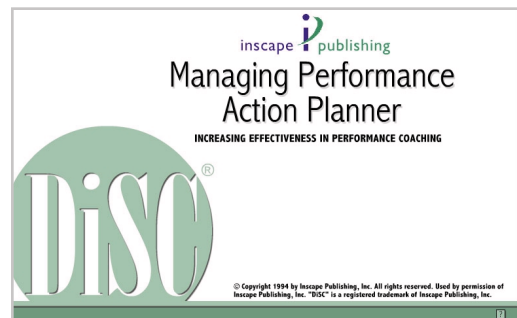
## DISC® CUSTOMER SERVICE ACTION PLANNER

Increase customer satisfaction and service by identifying your customers' primary DiSC® Dimensions of Behavior and their preferred approach to communication and problem solving.



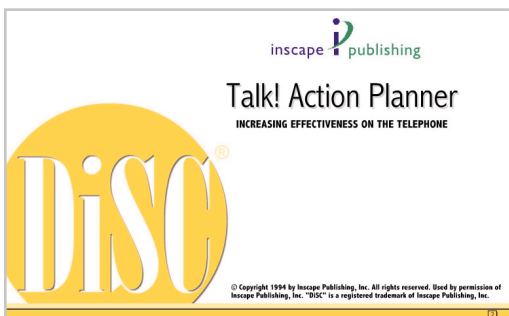
## DISC® MANAGEMENT ACTION PLANNER

Become a better manager with this action-oriented planning tool that bridges DiSC® and situational leadership theory. Develop management strategies to meet diverse needs.



## DISC® MANAGING PERFORMANCE ACTION PLANNER

Develop effective ways to manage, coach and lead others with DiSC® Dimensions of Behavior. Assess strengths and motivation, then plan and implement strategies that encourage productivity. A practical tool for managers and supervisors at all levels.



## DISC® TALK! ACTION PLANNER

Customer Communication is a critical key to success whether the challenge is collections, fundraising, help desk, telemarketing, or telephone sales. DiSC® Talk! helps today's telephone professionals communicate more effectively and increase customer satisfaction.

**SOLD THROUGH  
INSCAPE PUBLISHING'S  
SELECTS CATALOG.**

**TO ORDER,  
PLEASE CONTACT**

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