

EMOTIONAL ENGAGEMENT THROUGH **DISC** PROFILING



COURSE LEADER: DION OOI

- Director of Global Learning and Performance, ITD World.
- Malaysia National Specialist Entrepreneur Mentor by Malaysian Government and EDII, India.
- Certified Behavioral (DISC) Consultant (CBC) – The Institute for Motivational Living Inc., USA.

MISSION: TRANSFORMING LEADERS AND CHANGING THE WORLD FOR THE BETTER

INTRODUCTION

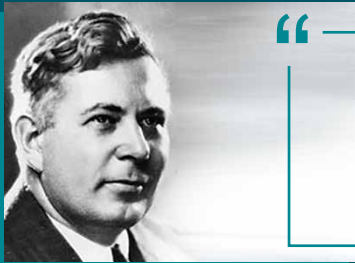
Dr. William Moulton Marston was the originator of DISC Theory at Harvard University in the 1920's, while doing research for his book "**The Emotions of Normal People**". He was looking to identify expectable traits and behaviors of everyday people in different environments. DISC types are a combination of four behavioral personality styles.

These styles are not fixed in black and white. We have some mixed amount of each of these styles in our personality. It's just a matter of what blends are high or low. Intensity does matter as a high level of dominance predicts our behavior in the same way a low level of dominance does. When examining a person's personality style, we look at which blends are highest; also taking into account how high or low each style is on the graphs.

By completing the DISC assessment and studying at one's primary, secondary, tertiary and even absent style traits, we are **able to establish one's DISC personality type and how they will act, react, communicate, handle conflict, and even organize a project or work space in a given environment.**

Styles usually are changed in the home setting, in a social setting, and in a work setting. This information can be very powerful when used in hiring the right person for a position, increasing communication between teams and individuals, training managers and leaders, and many more DISC functions. By understanding one's necessities, fears, and drives in communication and behavior, you can flexibly adapt or approach them in a way in which they will respond positively. **People are all different, but people are predictably different.**

This DISC workshop is based upon the single most statistically validated for business and personal application for over 30 years. Team members will ideally take this workshop as an intact team. Imagine the power of seeing a snapshot of the behavioral characteristics of your entire team. At a glance, you'll know more about your team as a whole (and each member) than even years of working together may reveal. Team improvement starts on the spot and grows continuously.



“

Realize what you really want. It stops you from chasing butterflies and puts you to work digging gold.

William Moulton Marston

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LEARNING OBJECTIVES

After this session, participants will be able to;

1. Enhance emotional intelligence and interpersonal communication through understanding of behavioral styles.
2. Apply increased team effectiveness through better utilization of individual talents and strengths.
3. Demonstrate understanding of behavioral styles and use adaptation to increase collaboration.
4. Understand and value differences, gain trust in building respect through appreciation of different behavioral styles.



KEY BENEFITS

The DISC participants will experience the following BENEFITS:

- A personalized behavioral assessment analyzing their own individual style and implications of behavior.
- An understanding of how different behavioral styles contribute to the strength of the team as well as to misunderstandings and conflict.
- The skill of enhancing communication abilities through behavioral adaptation.
- Effective team management and team interaction using behavioral styles. This learning carries over to every life situation from family to civic and community life.
- In-depth understanding of the stress experienced by an individual or team when an individuals' Natural Styles must be adapted to do their job.
- Skills for measuring individual and group "talents vs. their functions" including a daily language for communicating– for resolving conflict.
- A clear picture of the strengths, weaknesses, and needs of the team and a clear roadmap for adjusting or compensating for gaps.
- An objective, valid, non-judgmental language to facilitate future discussions and conflict resolution long after the workshop ends.
- DISC team chart comprising compilation of team member's profiles which will be discussed in the workshop to facilitate better working relationship amongst intact team members

This course is used to increase effectiveness in multi-national companies world-wide. And, it is equally useful for the leanest startup company in establishing a corporate climate. It is the offering your employees really want -- useful, dynamic, self-understanding that carries over off the job and throughout life.

WHAT WILL PARTICIPANTS RECEIVE?

- A highly detailed **20 plus** page personal behavioral style DISC report (provided by instructor on the day of the session)
- Notes, handouts, and materials appropriate to the workshop content
- DISC team chart compilation where all the team members are plotted

RECOMMENDED AUDIENCE

To gain the maximum advantage from this journey, whole teams who will be working on a project, or are already working on one, are encouraged to attend so they can unleash their potential as a team.

COURSE OUTLINE

- ▶ **Introduction to Behavioral Analysis**
- ▶ **Behavioral Styles: Theory and Background:**
 - The Development of DISC
 - History of DISC
 - Factors Contributing to Behavioral Style
- ▶ **The Trust Model**
- ▶ **Principles of Motivation**
- ▶ **What DISC Measures:**
 - Intensity
 - When in an antagonistic environment
 - Emotion
- ▶ **The Personality System Overview:**
 - Characteristics of the High D
 - Characteristics of the High I
 - Characteristics of the High S
 - Characteristics of the High C
- ▶ **Enhancing Emotional Intelligence via Communication**
- ▶ **How different Styles relate to one another**
- ▶ **Interpreting the DISC Personality Profiling System**
- ▶ **Application of the DISC Personality Profiling System**



ABOUT DION OOI



- Director of Global Learning and Performance, ITD World.
- Malaysia National Specialist Entrepreneur Mentor by Malaysian Government and EDII, India.
- Trained, coached and mentored more than 20,000 people for more than 20 years of experience.
- Associate Certified Coach (ACC) of International Coach Federation (ICF).
- Certified Coaching and Mentoring Professional (CCMP) which is approved by the International Coach Federation (ICF), the world's most recognized professional coaching body.
- Certified Behavioral (DISC) Consultant (CBC) – The Institute for Motivational Living Inc., USA.
- Certified NLP Practitioner – National Federation of NLP, USA.
- Certified Sales Trainer – SPIN Selling, USA.
- Certified International Accredited Training Professional.
- Certified Trainer for Human Resource Development Council (PSMB), Malaysia.
- Recipient of Effective Leadership and Vice President Award from Dell Computers.
- Trainer of the Month Award from New Horizons Computer Learning Center, USA.
- Professional Certificate in Supply Chain Management – ITC, United Nations, Geneva, Switzerland

AREAS OF EXPERTISE

- Leadership Excellence
- Building Effective Teams
- Influencing, Convincing Skills and NLP methods
- DISC Behavioral Analysis
- Winning with People
- Coaching Skills
- Mentoring Skills
- Self-Mastery and Personal Excellence
- Creativity and Out-of-the-box Thinking
- Effective Work and Time Management
- Interpersonal Communication Skills
- Train-the-Trainer
- Powerful Presentation Techniques
- Customer Service Excellence
- Customer Relationship Management (CRM)
- Sales and Sales Management
- Negotiation Skills

TESTIMONIALS FROM CLIENTS

“Friendly and very sincere in sharing experiences as practical example. Program is run in a very interactive way.”

“Good speaker who is able to share a lot of experience and good examples that really helps to inspire the audience.”

“Manage to capture interest of the class and knowledgeable in the subject matter.”

“Overall helps to instill positive thinking to motivate ourselves and excel in this challenging working life.”

ITD GLOBAL CENTRES OF EXCELLENCE:

U.S.A.
ITD U.S.A.
Tel: +480 545 2878
E-mail: itdusa@itdworld.com

SINGAPORE
ITD INTERNATIONAL PTE LTD
Tel: +65 9737 5109 | Fax: +65 6223 6521
E-mail: itdsg@itdworld.com

MALAYSIA
ITD PENANG (Head Office)
Tel: +604 228 3869 | Fax: +604 228 6869
E-mail: itdpg@itdworld.com

ITD KUALA LUMPUR
Tel: +603 6203 3880 | Fax: +603 6203 3830
E-mail: itdkl@itdworld.com

THAILAND
INTERNATIONAL ITD LTD
Tel: +662 116 9336 to 7
E-mail: itdbkk@itdworld.com

VIETNAM
ITD VIETNAM
Tel: +84 28 38 258 487 | Fax: +84 28 3825 8483
E-mail: itdhcmc@itdworld.com

PHILIPPINES
ITD CONSULTING GROUP INC
Tel: +632 887 7428 | Fax: +632 844 8874
E-mail: itdmanila@itdworld.com

CAMBODIA
ITD-LDC (LEADERSHIP DEVELOPMENT CENTRE)
Tel: +855-23 555 0505 | Fax: +855-23 224 598
E-mail: itdcambodia@itdworld.com

INDONESIA
ITD-GLC (GLOBAL LEADERSHIP CENTER)
Tel: +6221 2930 8710 | Fax: +6221 2930 8747
E-mail: itdjakarta@itdworld.com

MYANMAR
ITD - BCTC (BREAKTHROUGH COACHING, TRAINING AND CONSULTING)
Tel: +959 765 222 103
E-mail: itdmyanmar@itdworld.com

INTERNATIONAL AWARD & RECOGNITION



Mission

Transforming leaders and changing the world for the better.

Vision

The #1 global leadership development expert.

Core Values (LISTEN):

Love, Innovation, Synergy, Trust, Excellence and Nurture.

Competitive Advantage Statement:

ITD World is an award winning Multinational Corporation that provides the world's best leadership development solutions to leading global organizations. We offer comprehensive & innovative solutions that produce superior results.

Core Activities & Resources:

Talent and Leadership Development; Corporate Training and Consulting; Professional Competency Certification; Mega Events and Seminars; Coaches, Mentors and Speakers Bureau; Community Services and Campaigns. Over 238 world-class programs and more than 100 dedicated mega gurus, top international resource persons, trainers, speakers, coaches and consultants from around the world.

Mega Gurus:

Dr. Marshall Goldsmith, Dr. Jack Phillips, Dr. John C. Maxwell, Dr. William Rothwell, Dr. Jack Canfield, Dr. Peter Chee, Brian Tracy, Robert Tucker, Thomas G. Crane.

Quality Certification, Awards & Publications:

- Winner of the **ARTDO International HRD Excellence Award** in recognition for outstanding contribution to international Human Resource Development
- Bestowed the **Brand Laureate International Award** for the Best Brand in Training.
- Cutting edge books co-authored with the **world's Top Mega Gurus**- "Coaching for Breakthrough Success," "12 Disciplines of Leadership Excellence," "Becoming an Effective Mentoring Leader" and "The Leader's Daily Role in Talent Management".

Clients:

Intel, IBM, United Nations Missions, American Embassy, Agilent, Dell, Motorola, Nike, First Solar, Accenture, Citibank, Central Bank of Malaysia & Philippines, DHL, Ericsson, OSRAM, Infineon, Siemens, B Braun, Bosch, Beiersdorf, Schneider, TOTAL SA, Saint Gobain, Toyota, Ajinomoto, Samsung Vina, Singapore Press Holdings, Capitaland, PT Telkom, Siam Cement Group, Thaibev Group, CP Group, BaoViet, Sacombank, PetroVietnam, Petron, SM Supermalls, Thai Airways, Philippine Airlines, Shangri-La Hotels, Six Senses Resort, Sheraton, Prudential, AIA, GSK, MSD, Bayer, Johnson & Johnson, Unilever, Nestle, Pepsico.

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