



Course Outline (2 Days)

- Session Introduction
- Certification Process
- Introduction to DISC, History and Concepts in Behaviors
- 4 Behaviour Factors by Marston
- Reading Graphs – De-briefing
- Success Insights Wheel
- Blending of Behaviours
- Applications of DISC

Certification Process

- Complete Training
- Online Mock Exam
- Online Final Exam
- Coaching & Debriefing Assessment

CERTIFIED PROFESSIONAL BEHAVIORAL ANALYST

Talent is a combination of many factors, one of which is behavior. The TTI Success Insights® DISC Certification guides the employee and manager in leveraging behavior for success. With this capability, this versatile management tool can be used to hire the right person, get employees off to a fast start, revitalize current employees, improve communication and build sound employee-manager relationships. DISC is the universal language of observable human behavior, or “how we act”. It’s a non-threatening and non-judgmental tool that simply measures an individual’s behaviors, or how they communicate.

This workshop will help you learn

- ▣ Why behaviors are important to understand whilst dealing with people.
- ▣ How are behaviors manifested in people
- ▣ How to measure behaviors
- ▣ Reading our own behaviors
- ▣ Adapting to others’ behaviors in order to create interpersonal success

How You Will Benefit:

- ▣ Sales Hiring
- ▣ Customer Service Hiring
- ▣ Leadership Hiring
- ▣ Employee Coaching and Development
- ▣ Talent Positioning and Management
- ▣ Inter-team / Intra Team Conflict Management
- ▣ Dynamic Communication using DISC



Who Should Attend

- ▣ HR professionals
- ▣ Coaches
- ▣ Mentors
- ▣ Line Managers
- ▣ Team Leaders
- ▣ Academicians
- ▣ Department Heads
- ▣ Sales Professionals
- ▣ Customer Service Professional