
Building Better Work Relationships with DiSC®

Description

How do you tend to communicate, make decisions, and interact in the workplace? Do you like to break the ice first, or just get down to business? Do you need all the facts and data before you make a decision, or do you take risks and go with your instincts? Chances are, you tend to do what's comfortable and natural for you.

In order to work more effectively with others, however, you must learn to identify what their needs and comfort zones are and adjust your interactions accordingly. What's in it for you? Quite simply, if you meet the needs of others you will meet your own needs as well.

This program introduces the concept of behavioral styles to help you understand your own needs in the workplace and identify the needs of others so you can build more effective work relationships.

Objectives

- Recognize the various factors that influence your behavior and the behavior of others.
- Identify the four DiSC® behavioral styles and the characteristics of each.
- Describe the strengths and challenges of each style.
- Analyze the impact of your style and the styles of others and learn to value those differences.
- Recognize the differences in perceptions of how we see ourselves and others.
- Identify the behavioral styles of your team members and evaluate the impact of those styles on your workplace interactions and team effectiveness.
- Develop strategies to interact more effectively with others on your team.

Instrument

The program uses a customized **Everything DiSC® Workplace Profile** instrument to identify:

- what motivates and de-motivates you
- what your preferred working environment is
- what situations you tend to avoid
- how you act in conflict situations
- what you can do differently to improve interactions.

Program Content

Factors That Influence Behavior	<ul style="list-style-type: none">- Values- Attitudes- Norms- Needs
The Four Behavioral Styles	<ul style="list-style-type: none">- Characteristics of each style- The impact of style differences in the workplace- Priorities and preferences
Your Personalized DiSC® Behavioral Profile Reports	<ul style="list-style-type: none">- Motivating and de-motivating factors- Preferred working environment- Situations you tend to avoid- Behavior in conflict situations- Suggested strategies to improve interactions
Interacting More Effectively With Each Style	<ul style="list-style-type: none">- What do you need from others?- Your perceptions- Meeting the needs of others- The value of style differences- DiSC® styles and teams- DiSC® Comparison Reports

Engagement Team



Maureen R. Dodson, Ph.D.

Senior Manager

Maureen brings over 35 years of financial services, healthcare, and higher education experience to her role as a senior manager, developing and delivering customized management and leadership development programs to a variety of clients in different industries. Her training and consulting engagements focus on advancing leadership skills and interpersonal communications and creating high performing teams.

Maureen's expertise lies in DiSC[®], Emotional Intelligence (EQ), the Myers-Briggs Type Indicator (MBTI) and team performance. She is a frequent speaker and workshop facilitator at various regional and national professional association conferences.

Specific Experience

- > Supports Baker Tilly's internal management and leadership development initiatives.
- > Serves as an instructor in EDGE, Baker Tilly's leadership program designed to help our professionals formulate effective management and business development attributes, enhance their leadership capabilities, and engage in continuous development.
- > Served 11 years as an assistant professor in The Pennsylvania State University's Management Development Programs and Services, providing customized leadership and management training programs to organizations throughout the United States. Primary focus was in supervisory and leadership competencies with an emphasis on communication and behavioral styles in the workplace.
- > Received The Pennsylvania State University Distance and Continuing Education Outstanding Instructor Award in 2008.
- > Worked at Mellon Bank, N.A. in Pittsburgh for 14 years in various capacities, including Assistant Vice-President and Director of Master Trust University.
- > Taught undergraduate and graduate courses at St. Francis University (Loretto, PA) and The Pennsylvania State University. Teaching platforms included classroom, on-line, distance learning, and blended settings.
- > Serves as adjunct graduate faculty in The Pennsylvania State University's World Campus Masters of Professional Studies (M.P.S.) in Organizational Development and Change program.

Maureen R. Dodson, Ph.D. (Cont.)

Education

- > Seton Hill University, B.A. in English (with high honors)
- > Carnegie Mellon University, M.A. in Professional Writing
- > The Pennsylvania State University, Ph.D. in Workforce Education

Certifications

- > Center for Creative Leadership[®] Benchmarks[®] Suite 360 Assessments
- > DiSC[®] Behavioral Styles profiles
- > The Five Behaviors of a Cohesive Team (Certified Instructor)
- > Korn Ferry Emotional and Social Competency Inventory (ESCI)
- > Myers-Briggs Type Indicator[®] (MBTI[®])
- > Vital Smarts[®] Crucial Conversations[®]

Additional Assessments and Instruments

Possess extensive experience administering and interpreting the following assessments and instruments:

- > DiSC[®] PPSS General Characteristics Profile
- > Emotional Intelligence Appraisal[®] – Me Edition (Talent Smart)
- > Emotional and Social Competency Inventory (ESCI) – Korn Ferry
- > Everything DiSC[®] Workplace Profile
- > Everything DiSC[®] Work of Leaders Profile
- > Everything DiSC[®] 363 for Leaders Profile
- > Gallup StrengthsFinder[®]
- > Myers-Briggs Type Indicator[®] (MBTI[®])
- > Phillips Coaching Skills Inventory
- > Thomas-Kilmann Conflict Mode Instrument (TKI[®])