

The **Communication Series** is a blended learning approach that helps create an effective strategy to improve interaction in a variety of job responsibilities and work environments.

- ❑ **Enhance interpersonal skills**
- ❑ **Strengthen relationships**
- ❑ **Increase job effectiveness**
- ❑ **Improve business results**



Dimensions of Behavior

DiSC® Classic Profile

The DiSC® Classic Profile is an online self-discovery instrument that allows participants to gain insight into their own behavioral tendencies and how they impact their interaction with others and the environment around them.

DiSC® Action Planners

Turn insight into action by extending the power of DiSC with Inscape's DiSC action planners. Available on paper and online, DiSC action planners help people take their knowledge of DiSC and apply them to specific business applications.

- **Selling**
- **Customer Service**
- **Management**
- **Communication**

Elements:

❑ Professional Selling

Develop effective communication skills in a professional selling environment and reinforce productive selling techniques.

- Strengthen business relationships
- Understanding buying motives
- Improve selling performance

❑ Customer Service

Develop effective customer relationship techniques to strengthen a customer-focused environment.

- Strengthen customer relationships
- Understand customer interactions
- Improve work performance

❑ Team Development

Develop effective team building techniques by increasing the level of trust in the team and improve the clarity and agreement of key team issues.

- Strengthen work relationships
- Understand team dynamics
- Improve team performance

❑ Management

Develop effective leadership communication strategies that strengthen the work environment .

- Strengthen employee relationships
- Apply appropriate leadership tactics
- Improve leadership performance



Workplace Applications

DiSC® Classic Profile

Sales Action Planner®

Customer Service Action Planner®

Management Action Planner®

Team Alignment Report™

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