

The Platinum Rule:
Do unto others as
they would want
done to them



DISCOVERING SELF AND OTHERS

Improving communication and collaboration with people who work together

Whether you realize it or not, your behavior fits predictable patterns. The way you respond to your environment, the way you react to people, what your view of the world is, and what the energy you bring to work each day is usually follow patterns that become obvious when you know what to look for.

At the heart of this program is the cutting-edge DISC Profile Assessment, a powerful tool for people to understand themselves. With the unique Self Assessment and Observer Assessment, it provides a comprehensive view of how individuals interact in everyday situations. The observer feedback section uses data from up to 25 others and is displayed through graphs to demonstrate trends from various settings (work, family, and social). No other assessment on the market provides this level of feedback or enables more in-depth interpretation and validation of one's DISCposition. The goal is to understand behavior in order to enhance work relationships.

In the DISCovering Self portion of the program, you learn to observe yourself objectively. You receive the tools and insight necessary for self-observation, and a model to help you make sense of what you learn. In the second part of the program, you will learn to apply these tools and insights to DISCovering Others—not in an attempt to label, but to understand, appreciate, and better respond to people.

LEARNING OUTCOMES

- Improved understanding of and empathy for individual capacity, communication style, and motivational factors that can drive peak performance
- Enhanced commitment, ownership, and motivation relating to personal communication
- Improved overall interpersonal skills (empathy, communication, respect, relating, conflict resolution)
- Increased awareness and understanding of human behavior
- Increased commitment to understanding self and others

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WHO SHOULD ATTEND?

Leaders

Self-leaders and project managers

Team leaders and members

Sales representatives

PROGRAM FORMAT

DISCovering Self and Others is a one-day classroom experience. The design can be modified by combining and rearranging the learning activities for the client, and then delivering the program modules over time or on consecutive days. This flexible delivery option allows for different training approaches to meet the needs of different parts of the organization while ensuring consistency in the quality and content of the training curriculum.

Part One—DISCovering Self—3.5 Hours

The goal in the initial part of the program is to teach individuals how to observe their own behavior and determine whether it is serving them and their goals. DISCovering Self is a vital step in preparing for self-leadership and the leadership of others. Imagine for a moment that you are a leader who has a high need to control your environment—and the people in it. Because it feels so natural, you may not recognize when your controlling behavior shuts others down or prevents them from developing needed skills and confidence. When the situation calls for you to match or meet the needs of another, you will find it difficult to make the adjustments necessary. It is difficult to adapt new behavior if you are unaware of your instinctive responses and the ways that you automatically act.

Part Two—DISCovering Others—3.5 Hours to 4.5 Hours

The focus of the second part of the program is on identifying people-reading clues that provide insight into the most appropriate way to communicate with others. Emphasis is placed on the most important DISC principle, the Platinum Rule: Do unto others as they would want done to them. Part Two builds on the understanding gained in Part One and provides interactive opportunities to practice what has been learned, including a dress rehearsal for a meeting with someone at work. People in leadership roles should focus on using DISC concepts to develop their direct reports and staff members. Other participants may benefit from the ability to influence up and to communicate effectively with clients, volunteers, family members, and peers.

For more information, please contact your Blanchard Sales Associate.

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Behind Every
Great Employee
Is a Great Coach



COACHING ESSENTIALS®

Help managers learn how to coach their people

Coaching is the single most important managerial skill that separates a highly effective manager from the rest. The problem is, most managers don't understand how critical coaching is for the development, growth, and performance of their people. Because they don't know how to use coaching in their leadership style, their employees stay stuck on projects, becoming discouraged and demotivated.

We know how frustrating it can be when your managers aren't developing their people as effectively as they could be. Your managers deserve training that will deepen their leadership skills, so they can better accelerate the development and performance of those they lead.

Coaching Essentials®, authored by Blanchard Master Certified Coaches, teaches managers how to use coach-like behaviors so that productivity goes up, teams are more unified, and the company performs better overall. Our program embraces the tried-and-true coaching competencies as defined by the International Coaching Federation; our expert authors have spent more than 20 years mastering the language and practices that make these methods immediately useful.

BRING OUT THE BEST IN YOUR PEOPLE



Accelerate
Learning &
Development



Create
Autonomous
Problem-Solvers



Retain Your
Talent



Build Your
Leadership
Bench Strength

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Coaching Process Model



Coaching Skills Model



Listen to Learn



Inquire for Insight



Tell Your Truth



Express Confidence

WHO SHOULD ATTEND?

Managers and individuals seeking to develop coaching skills in order to increase the effectiveness and competence of those they lead

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PROVEN FORMULA TO CREATE A CONSISTENT COACHING CULTURE IN YOUR ORGANIZATION

Implement Coaching Essentials in your organization as a one-day, face-to-face workshop or as three 2-hour virtual sessions. Both designs include compelling visuals and materials, engaging videos, and proven learning activities that teach participants the following key concepts:

COACHING PROCESS

- Connect – Build trust and positive relationships
- Focus – Identify topics and goals
- Activate – Collaborate to develop a plan for action
- Review – Clarify agreements and discuss accountability

COACHING SKILLS

- Listen to Learn
- Inquire for Insight
- Tell Your Truth
- Express Confidence

Managers will learn how to identify the most helpful coaching style for the situation and how to put it to work in your organization. They'll have many opportunities to practice these new skills.

By integrating coaching skills into your management training, you get highly effective managers who know how to conduct powerful coaching conversations that create connection, increase trust, and help their team members perform at their best.

READY TO GET STARTED?

Here's how to implement a successful training initiative in three easy steps:

1. Decide – we'll help you decide who gets the training and why
2. Prepare – we'll help you order materials and prepare the facilitator
3. Deliver – we'll help you deliver impeccable training at your company

Contact Your Blanchard Sales Associate or

Call 760.233.6725 to Get Started