

Discflow[®] Trainer Certification

SESSION 1

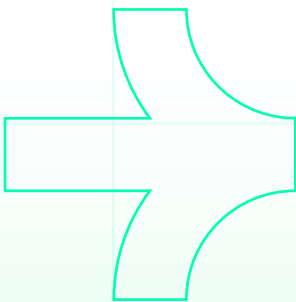


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Introduction

Welcome to your Discflow® Trainer Certification. Step into a journey of professional growth with our comprehensive training course, designed to equip you with the skills, knowledge, and confidence to excel in the use of the Discflow model. This engaging and hands-on programme offers not just practical insights but also invaluable resources to support your path forward.

By the end of this certification, you'll be fully prepared to address a wide array of organisational needs with bespoke, effective solutions. Your expertise with the Discflow model and assessments will unlock new and engaging strategies, you'll gain insights into our history and refine your ability to interpret results effectively.

With a holistic and adaptable approach, this training reveals how the Discflow model will incorporate and enhance emotional intelligence. This equips you to support leaders, facilitate team synergy, drive development, and nurture an environment of harmonious productivity. Embrace this opportunity to bring lasting positive change to any organisation and its people.

About this session

By the end of this session, you'll have a thorough grasp of the DISC Model—its origins, purpose, and core principles. You'll be able to identify and recognise the four DISC styles, using practical People-Reading techniques to enhance how you connect and communicate with others. You'll gain confidence in interpreting Discflow Portrait 2.0 results, drawing insights that support more effective leadership, collaboration, and relationship-building. Along the way, you'll reflect on how your own DISC style shapes your strengths, challenges, and communication preferences. Ultimately, you'll walk away with a deeper level of self-awareness and the tools to apply DISC meaningfully in your work—boosting your impact as a communicator, team member, and leader.

Session Objectives

- ✓ **Understand the DISC Model** – Learn its origins, purpose, and key principles.
- ✓ **Identify and recognise the Eight DISC Styles** – Recognise core traits and preferences of each style, including how to ‘People-Read’ to build better communication and relationships.
- ✓ **Interpret Discflow® Portrait Results** – Gain insights into how to accurately interpret each aspect of the Report.
- ✓ **Validate and Reflect** – Explore how personal style influences strengths, limitations and other key areas.
- ✓ **Identify the Benefits of working with Discflow®** – Understand its value in self-awareness, people-reading, leadership and teamwork

What are your specific expectations?

DISC Notes

Notes on 'Introduction to DISC' Video

Notes on 'Research and Validation' Video

Explaining DISC

Imagine you are at a networking event, and someone asks you about DISC. What DISC is and how it can be used. You can see they are genuinely interested, and you want to explain the benefits in a compelling way. What would you say?

Icebreaker

This exercise is to begin the process of appreciating and understanding similarities and differences in your own and others' styles.

Identify one word that describes a strength you bring to your role and briefly describe how this trait has helped you to be successful.

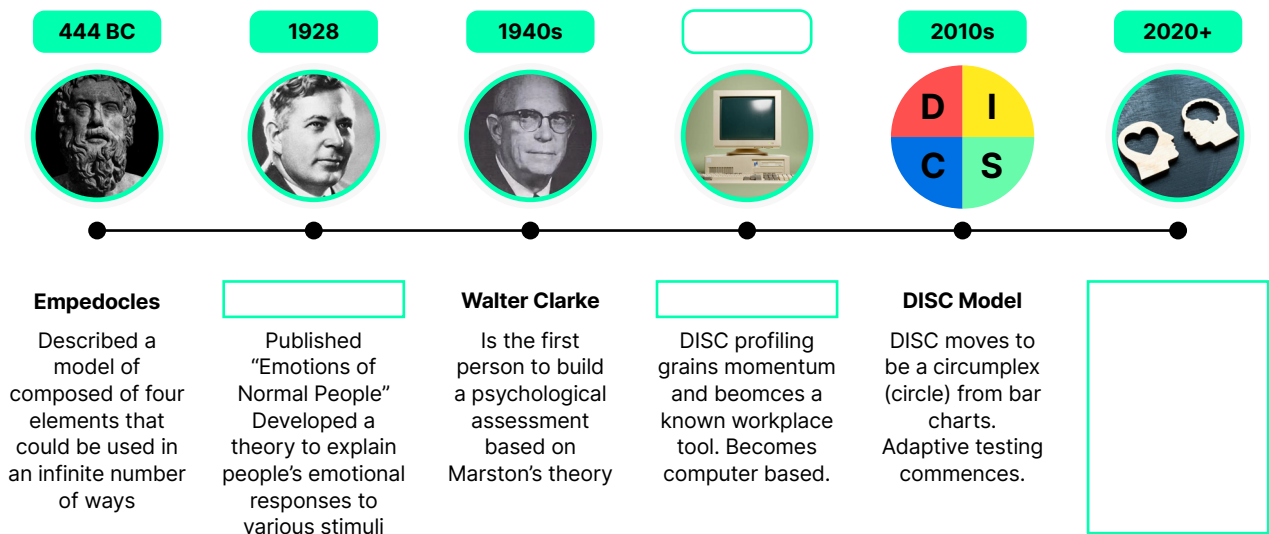
Share one word that **describes a trait** that you admire in others and why.

Jot down any learning from the group discussion.

Introduction to DISC

History of DISC

Complete the timeline below:



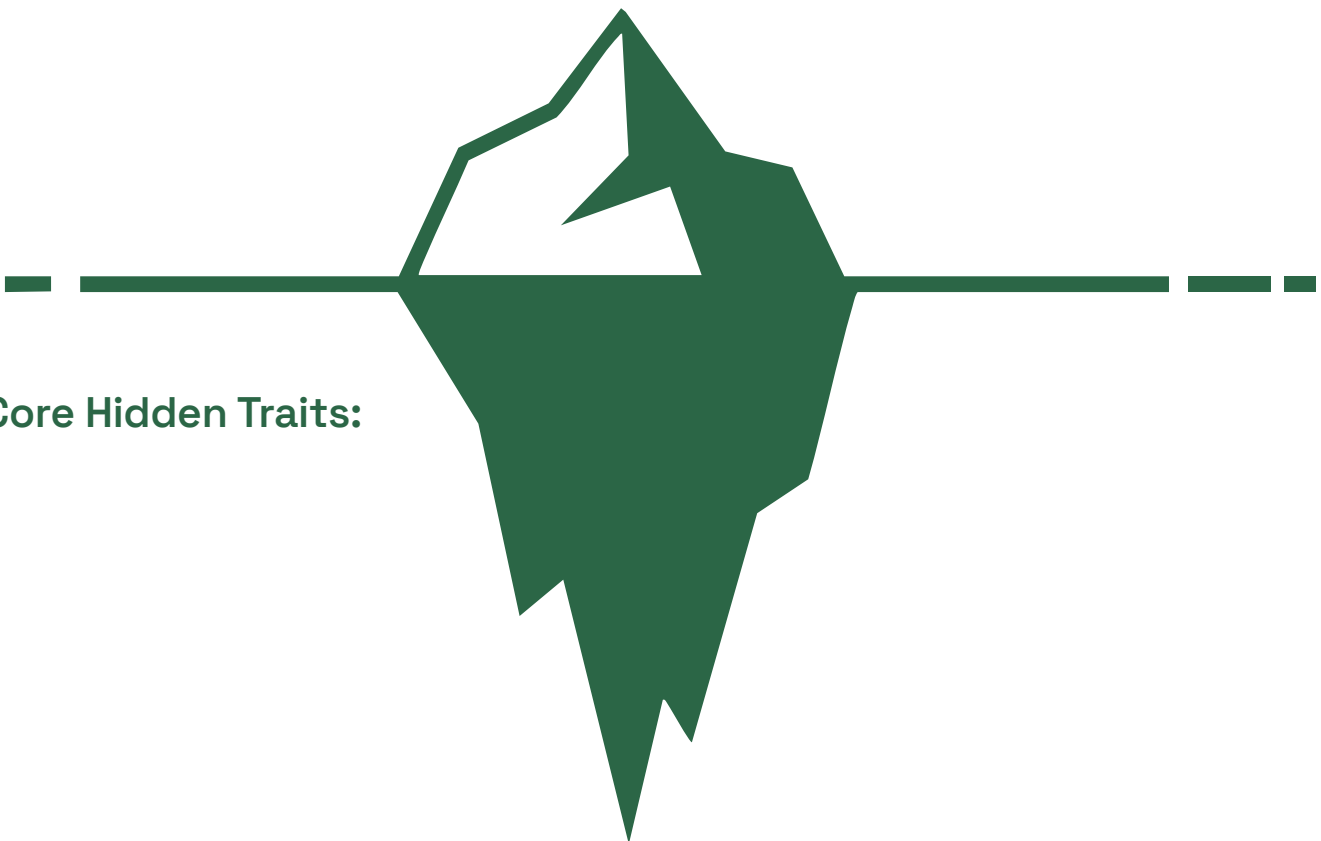
Notes:

The Iceberg Theory

Insert the items below where they are positioned on the iceberg:

- Emotional Intelligence
- Upbringing
- Body Language
- Attitude
- Needs
- Values
- Experiences
- Tone of Voice
- Culture
- Words
- Skills & Knowledge
- Demographics

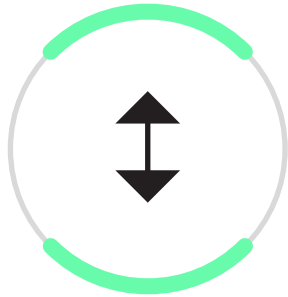
Observable Behaviour:



The DISC Model: The 4 Corners Exercise

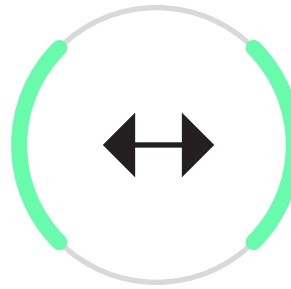
Circle your preferences:

Fast-Paced
Active, Assertive, Dynamic, Bold



Moderate-Paced
Thoughtful, Calm, Methodical, Careful

Questioning
Sceptical
Task-oriented
Objective
Challenging



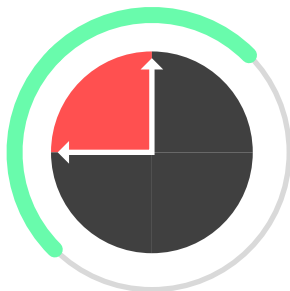
Accepting
People-oriented
Empathising
Receptive
Agreeable

Circle your preferences:

Dominance

Fast-Paced
Active, Assertive, Dynamic, Bold

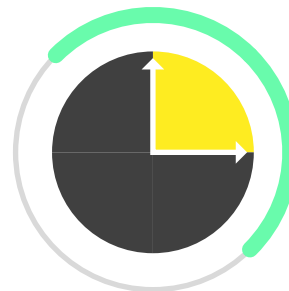
Questioning
Sceptical
Task-oriented
Objective
Challenging



Fast-Paced
Active, Assertive, Dynamic, Bold

Influence

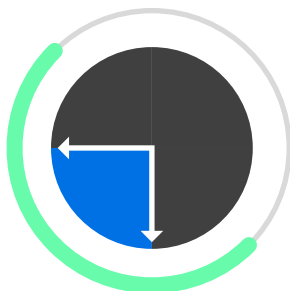
Accepting
People-oriented
Empathising
Receptive
Agreeable



Questioning
Sceptical
Task-oriented
Objective
Challenging

Dominance

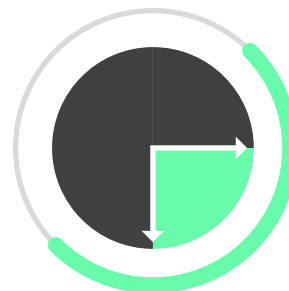
Moderate-Paced
Thoughtful, Calm, Methodical, Careful



Accepting
People-oriented
Empathising
Receptive
Agreeable

Steadiness

Moderate-Paced
Thoughtful, Calm, Methodical, Careful

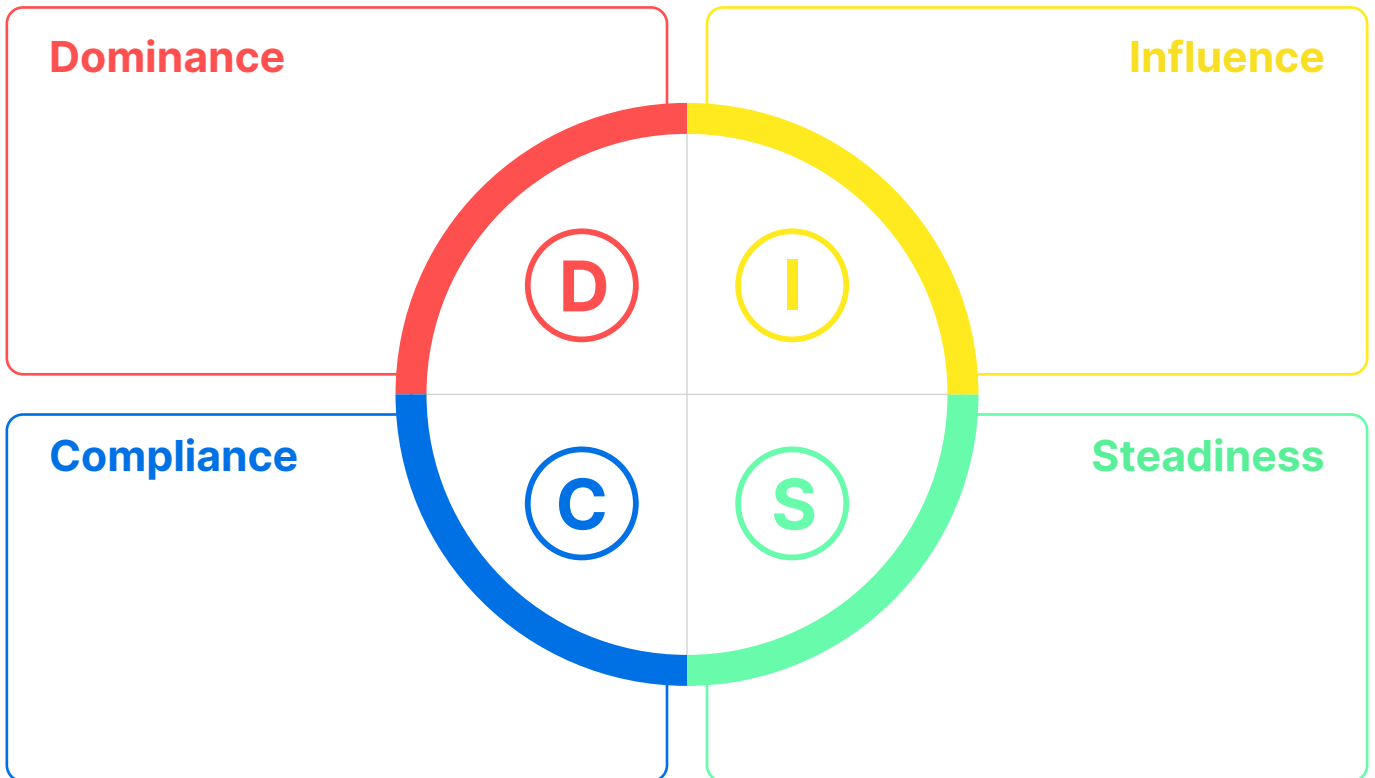


Describing the Styles

Insert the correct adjectives in the map from the list below:

Direct
Collaborative
Sceptical
Decisive
Analytical
Harmonious
Tolerant
Thorough
Challenging
Reliable

Motivator
Even-tempered
Patient
Perfectionist
Competitive
Optimistic
Interactive
Goal-oriented
Accurate
Enthusiastic



The DISC Model

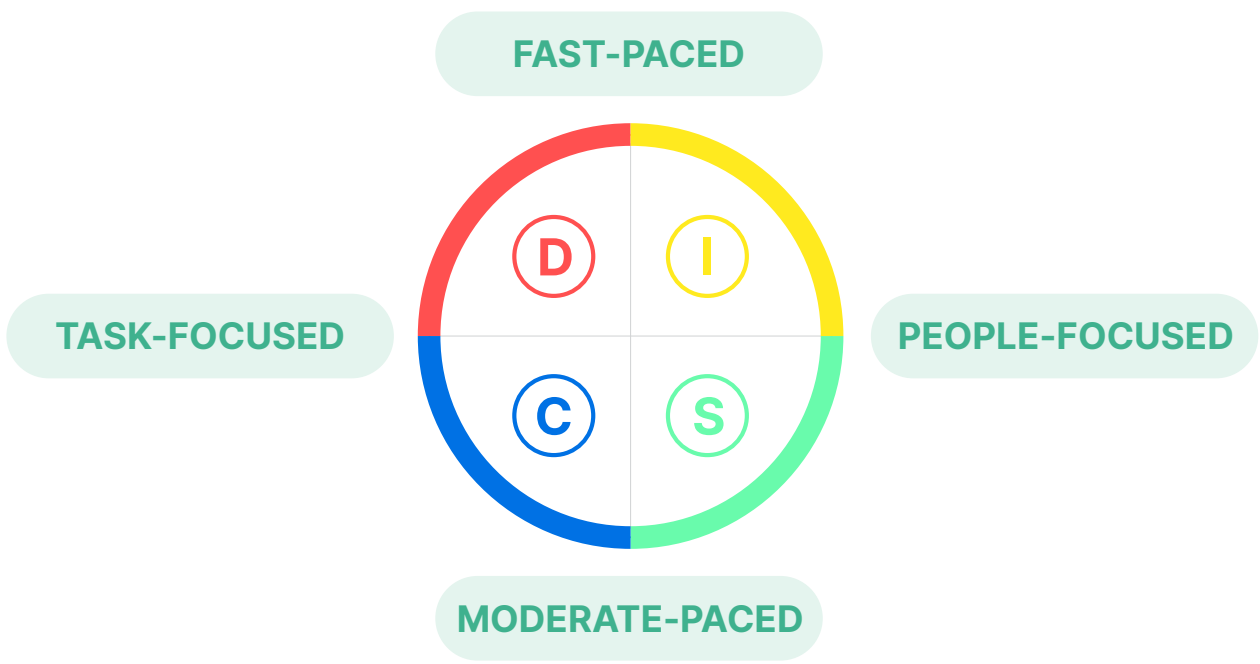
Overview of the Four DISC Styles

Dominance

First impressions: Self-confident, direct, determined, decisive
Motivators: Control, authority, competition, results
Stressors: Constraint, vulnerability, restriction, failure
Strengths: Results-focused, decisive, driven, action-oriented
Limitations: Impatient, demanding, controlling, insensitive

Influence

First impressions: Enthusiastic, engaging, optimistic, open
Motivators: Recognition, approval, interaction, excitement
Stressors: Rejection, disapproval, isolation, criticism
Strengths: Charismatic, expressive, persuasive, inspirational
Limitations: Impulsive, disorganised, distractible, inconsistent



Compliance

First impressions: Relaxed, supportive, amiable, patient
Motivators: Stability, appreciation, cooperation, harmony
Stressors: Conflict, pressure, disruption, change
Strengths: Loyal, patient, empathetic, dependable
Limitations: Indecisive, avoidant, rigid, hesitant

Steadiness

First impressions: Reserved, analytical, logical, careful
Motivators: Accuracy, structure, competence, knowledge
Stressors: Criticism, disorder, mistakes, uncertainty
Strengths: Precise, systematic, thorough, objective
Limitations: Perfectionistic, overanalytical, rigid, sceptical

Understanding your DISC Style

The DISC Model Process

1. Understand Your DISC Style
2. Recognise the DISC Style of Others
3. Adapt to build stronger relationships

Fill in the blanks below:

relationships **others** **framework** **box** **blend**

four **Self** **limitations** **strengths** **key**

Every style has _____ and _____

You are a _____ of all _____ styles

_____ awareness is _____

DISC is a _____ not a _____

Understanding _____ strengthens _____

What resonates with you from the process and the list of guiding principles?

Recognising the Style of Others

Daily DISC

	D Style	I Style	S Style	C Style
What strengths do I bring?				
How am I misunderstood?				
What is the most effective way to communicate with me?				
What are my stressors?				

Dealing with the two main misuses of DISC

- Not sharing your Style with others
- Labelling someone as a type or category
- Preferring to work with people who share your Style
- Seeking to balance your team with a mix of styles
- Avoiding talking to styles you don't understand
- Using DISC to excuse your behaviour

Make a note of why misuse of DISC style could lead to challenges in your work.

Session 1: A team member suggests a cautious approach, and another dismisses it as 'classic C behaviour'

Note:

Session 2: A participant gives blunt feedback, then says, 'You know I'm a high D — I don't sugar-coat things!'

Note:

Session 3: A high I participant consistently misses deadlines and derails your session, saying 'That's just how I am — I bring the energy!'

Note:

People-Reading

This exercise aims to identify a person's likely DISC style. From this, you can better understand their needs and how to relate to them more confidently. Remember, people-reading is not meant to label people; it's simply a way to better understand their preferences and will help you to empathise and connect with them.

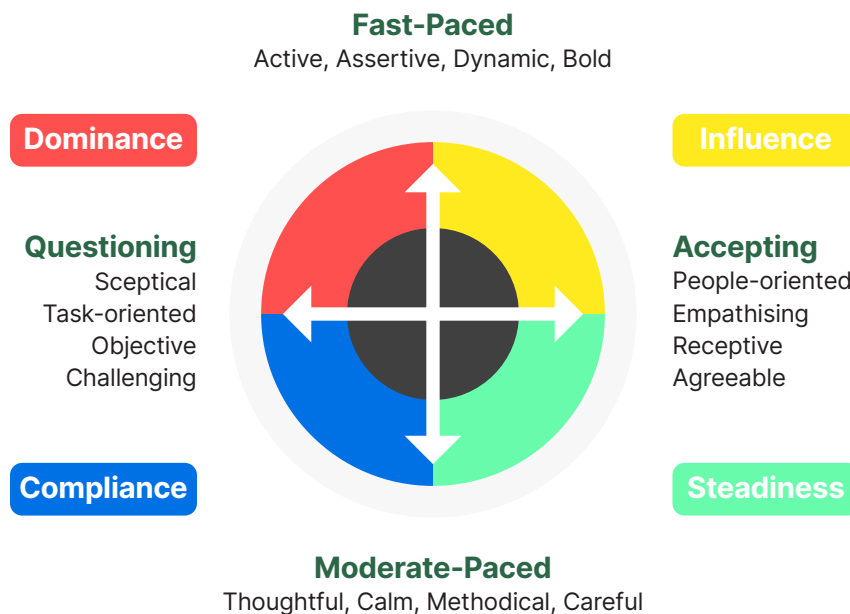
When people-reading, look for observable behaviour:

- Body language, e.g., posture, facial expressions, gestures etc
- The tone of voice and expression, pace, volume etc
- The kind of language they use
- What they focus upon in their conversation

You can then determine their likely style. Remember though, that everyone is a blend of all styles, so it may be more challenging to read some people accurately.

These are the steps to people-read someone:

1. Start with the vertical axis – consider whether this person is more fast-paced, active, assertive or more moderately paced, calm and careful.
2. Then go to the horizontal axis and decide if this person tends to be more sceptical, questioning and challenging, or more accepting, people-focused and empathising.
3. Then combine this person's tendencies to determine their possible DISC style.



Applying the Skills: The Benefits to Your Clients

Complete the table, listing some of the benefits your clients will gain.

Area of Need	Potential Impact
Leadership	E.g. Increase engagement, change mgt, manage conflict, improve morale...
Teamwork	
Productivity	
Customer Service	
Personal Development	

Applying the Skills: Know Your Styles

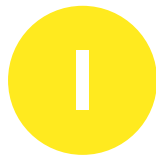
Watch the DISC style videos and identify important points from each style below:

Style	Characteristics	Strengths	Challenges	Ways to work with them
D				
I				
S				
C				

Applying the Skills: Getting to know you!

This exercise asks you to identify a person you want to get to know better and then determine their likely DISC style. From this, you can better understand their needs and how to relate to them more confidently.

Once you have applied your people-reading skills, circle their likely style below:



Answer the following questions and create an action plan to build a more effective relationship with this person.

What do you appreciate about them?

What makes them tick?

List two strategies you can take to be more effective working with this person.

How should these improve your effectiveness?

How will you know that your new approach is working?
