

Discflow[®] Trainer Certification

SESSION 2



Table of Contents

| | | |
|----|--|--|
| 3 | Introduction | |
| 3 | About this session | |
| 4 | What is Emotional Intelligence? | |
| 5 | Icebreaker | |
| 6 | Session Objectives | |
| 7 | Emotions and Emotional Intelligence | |
| | | 7 What are emotions, how do they benefit us? |
| | | 8 Emotional Intelligence Overview |
| 9 | Emotional Intelligence | |
| | | 9 Page 16, Discflow® Core Report |
| 10 | Your Self-Perception in Focus | |
| | | 10 Page 17, Discflow® Core Report |
| 11 | How DISC and Emotional Intelligence Connect | |
| | | 12 The Iceberg Model and EI |
| 13 | Strategies for EI Development | |
| | | 13 Emotional Regulation |
| | | 14 Feedback Process |
| 15 | Applying the Skills | |

Introduction

Welcome back to your Discflow® Trainer Certification. Continue your 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 will unlock new and engaging strategies. Additionally, 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 you can incorporate and enhance elements of Emotional Intelligence (EI) through the lens of Discflow®. 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

Having explored your own DISC style and how to recognise the styles of others, this session takes your learning to the next level. You'll deepen your understanding by mastering the connection between DISC and Emotional Intelligence, drawing on insights from the Discflow® Core 2.0 Report. Together, we'll explore how emotions shape behaviour and influence interactions—and how you can manage them with greater purpose and awareness. On a practical level, you'll develop the ability to regulate your emotions more effectively, respond with intention in challenging situations, and interpret emotional cues in others with empathy and insight. You'll also build the confidence to review and debrief DISC reports with clarity, enabling feedback conversations that are both meaningful and growth-oriented.

Ultimately, this module will equip you to apply EI insights in ways that enhance the impact of Discflow®—building stronger, more self-aware relationships that recognise, respect, and respond to the needs and perspectives of others.

What is Emotional Intelligence?

As you watch the 'Emotional Intelligence Explained' video, take notes on what stands out for you. How would you answer the following questions:

- ✓ Who popularised Emotional Intelligence in the 1990's? What was the main message about Emotional Intelligence at that time?
- ✓ Explain the main components of Emotional Intelligence as it relates to the Discflow® model.
- ✓ How does Self-Awareness contribute to Emotional Intelligence? Please provide an example.
- ✓ What do we mean by Awareness of Others? Why is this important?
- ✓ Summarise three ways in which developing Emotional Intelligence can positively impact you.

Icebreaker

This exercise is to help us recognise that all emotions, whether positive or negative, have a purpose – they give us information about the situation and will help to develop greater Self-Awareness.

Jot down how this week has gone for you – are you feeling excited, frustrated, challenged, optimistic, confident, curious, anxious ...

Were there any difficult emotions for you to manage at work or home?

Note any learning from the group discussion

Session Objectives

- ✓ **Understand the Role of Emotions** – Explore their purpose and impact, especially with reference to Emotional Intelligence (EI).
- ✓ **Connect EI to DISC** – Recognise and apply the strengths and differentiators of the Discflow® Core report.
- ✓ **Develop Emotional Regulation Strategies** – learn techniques for managing emotions effectively.
- ✓ **Interpret EI Insights** – Apply key findings from the Discflow® Core report.
- ✓ **Use EI to Enhance DISC Application** – Know how to strengthen relationships through greater Self-Awareness and Awareness of Others.
- ✓ **Prepare for Feedback** - Review and prepare for debriefing individual assessment results

What are your specific expectations?

Emotions and Emotional Intelligence

What are emotions, how do they benefit us?

What is an emotion?

All emotions are functional. They give information. They are responses to experiences you have in the world. They alert us to our surroundings, telling us how to respond to a situation, and helping us make the right choices. At their simplest level, emotions are triggered by things that matter to us.

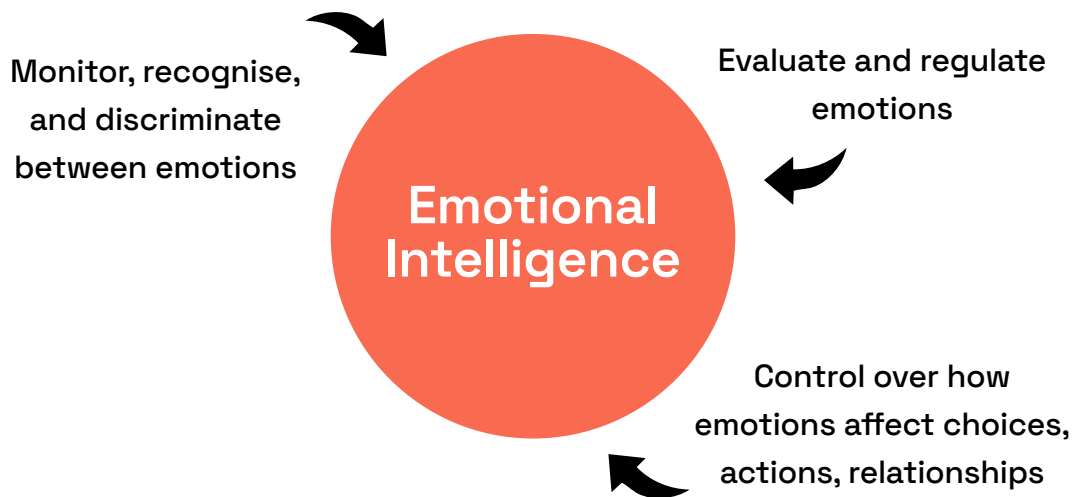
‘Emotion’ is an umbrella term that describes a loosely coordinated response that includes what we feel, think, and experience in our bodies in response to events we judge to be meaningful.’ Ethan Kross.

List specific benefits of emotions as discussed in the group:

Emotional Intelligence Overview

EI is the ability to monitor, recognise and discriminate between our emotions, so that we can choose whether to regulate or manage our emotions in some way. By developing EI, you can gain greater control over how your emotions affect your everyday choices, actions and relationships, in particular how we communicate, make decisions, and interact .

The model below outlines the main elements of Emotional Intelligence. (Adapted from the work of Zeidner, Matthews et. Al, 2004).



How can Discflow® contribute?

Your report provides personalised areas for development, based on how you see your own emotional intelligence across eight dimensions. This provides insight - there's no right or wrong result. This provides a starting point for your reflection and growth in this important area.

Emotional Intelligence

Page 16, Discflow® Core Report

Self-Awareness

Is your ability to recognise and understand your emotions, how they shape your behaviour, and how you can use this awareness to make intentional choices.

There are four parts to Self-Awareness.

01

Self-Reflection:

Thoughtful reflection of your emotions and behaviour

02

Self-Belief:

Confidence in your abilities and a positive view of yourself.

03

Emotional Clarity:

The capacity to clearly understand and articulate your emotional state

04

Seeking Feedback:

Openness to others' perspectives and constructive criticism

Awareness of Others

Is the ability to perceive, interpret, and respond to the emotions and perspectives of those around you, allowing you to build stronger relationships and communicate more effectively.

01

Social Intuition:

Ability to sense the emotions and reactions of others in social settings

02

Valuing Differences:

Appreciation of diverse perspectives and experiences

03

Emotional Insight:

Recognising the unspoken emotions and thoughts of others

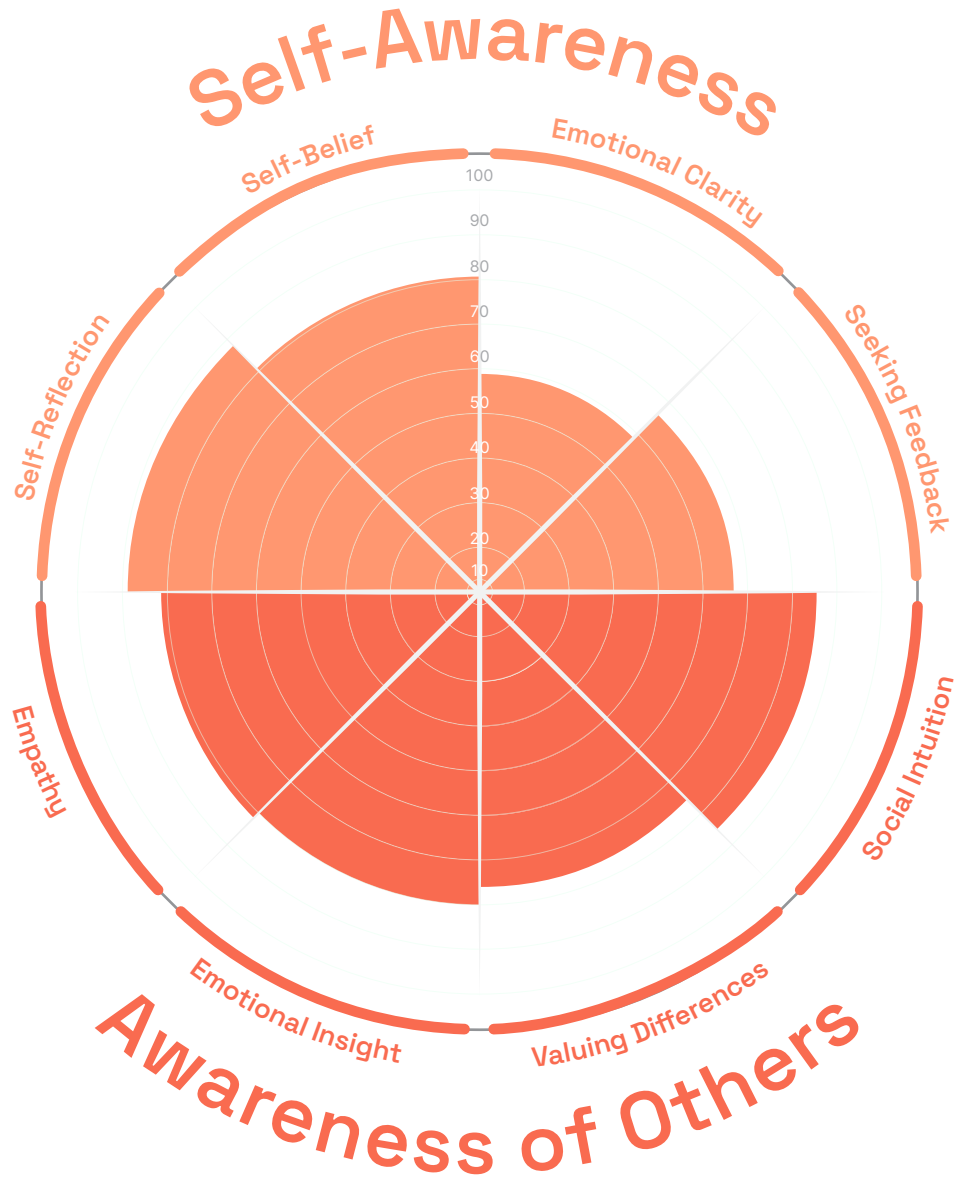
04

Empathy:

The capacity to understand and share the feelings of others

Your Self-Perception in Focus

Page 17, Discflow® Core Report



How DISC and Emotional Intelligence Connect

As the video mentions, in the Discflow® Model, your level of EI is assumed to be the factor that enables how you apply your DISC style tendencies in real life. This gives insight into how well someone might manage their DISC style tendencies.

For example, a person with a high D style and low EI might be more dismissive about the ideas of others without considering their feelings. Alternatively, a high D style with high EI would recognise their tendency to be abrasive and would consider a better way to address the situation, being mindful of others' styles and feelings.

Can you think of a personal example, perhaps yourself or someone close to you?

Notes:

The Iceberg Model and EI

Observable Behaviour:

Visible actions, behaviour and responses.

Core Hidden Traits:

Emotions, thoughts, beliefs that drive behaviour.

Through EI regulation strategies, you more easily manage the emotions beneath the surface, so they positively influence the behaviours above.

Emotional Intelligence – helps to understand and manage underlying forces:

Self Awareness increases your ability to understand what is driving your behaviours

Awareness of Others leads to understanding of others, what hidden motivations are driving behaviour. Leads to increased empathy and improved interpersonal relationships.

Benefits of Emotional Regulation:

Strategies for EI Development

Emotional Regulation

Why does Emotional Regulation matter?

- Decision-Making
- Enhances ----- Relationships
- Boosts ----- Health and Wellbeing
- Facilitates Effective ----- Resolution
- Promotes Productivity and -----
- Other?

| Inside-Out | Outside-In |
|---|---|
| Sensory – music, smell, touch Deep breathing Mindfulness Build your self efficacy – believe you can Perspective – use journalling Cognitive Reappraisal or reframe Don't always approach or avoid emotions Time Time travel – forwards and backwards Distant self-talk | Vent to others –also broaden your perspective Change or modify situation Refocus your attention, use distraction Physical space – pictures, plants, light, Nature – green spaces bring attention back Imagine/visit your 'emotional oasis' Do something good for others Develop W.O.O.P. Spiritual practices, rituals |

Notes from discussion:

Which regulation strategies will you use to shift your emotions?

Feedback Process

The Profile Feedback Process

Always try to adapt feedback to the respondent's DISC style

Step 1 Setting the Context

- Understand the bigger picture
- Why the session is happening
- Session Type

Step 2 Preparation

- Review respondent's Profile
- Identify possible strengths and limitations
- Formulate ideas, based on their DISC style and EI results
- Define objectives for session, consider participant comfort.

Step 3 Conversation

- Open the conversation, create rapport
- Introduce Core Principles
- Position the Discflow® model, link between DISC and EI
- Self-validation - connect to personal insights and EI
- Discuss motivation for change

Step 4 Creating an Action Plan

- Clear goals
- Key elements of change
- Support systems

Step 5 Closing the Session

- Recap and reinforce
- Encourage commitment
- Confirm next steps

Notes:









Applying the Skills: Feedback Preparation

As you watch the four feedback videos, make notes to capture key points:

| Stage of Feedback | Notes |
|--------------------------------|--------------|
| Context and Preparation | |
| The Conversation | |
| Creating an Action Plan | |
| Closing the Session | |

Applying the Skills: Feedback Practice

Reflect upon how your feedback session went, making notes on the following:

| Feedback Area | Your Personal Reflections | |
|--|---|---|
| Preparation |  |  |
| Connection between DISC and EI |  |  |
| Involvement through great questions and reflection |  |  |
| Action Planning |  |  |