

Discflow[®] Trainer Certification

SESSION 3

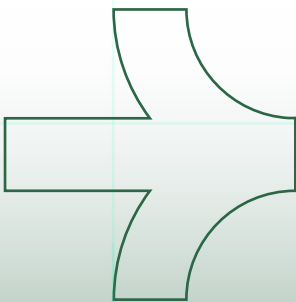


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Introduction

Welcome to the final session of your Discflow® Trainer Certification!

Continue building your expertise with this hands-on session, designed to give you the skills and confidence to apply the Discflow® model effectively.

By the end, you'll be ready to deliver tailored solutions for a range of organisational needs. You'll deepen your understanding of Discflow®'s foundations, learn to interpret results, and explore how Emotional Intelligence (EI) enhances its impact.

This training empowers you to support leaders, strengthen teams, and foster a productive, positive workplace. Let's make a lasting difference—together.

About this session

In the final session of your Trainer Certification, you'll bring everything together — applying your skills and knowledge in a way that builds both confidence and momentum. This session is designed to ensure you leave feeling ready and energised to put your learning into action. You'll strengthen your ability to navigate participant resistance during feedback moments, refining how you deliver growth-focused assessment debriefs with clarity and care. Through case studies, you'll explore how to apply key assessments to elevate leadership, deepen relationships, and enhance team dynamics. You'll also be introduced to a range of additional resources to support you as you integrate the methodologies, exercises, and concepts into your own unique style. The goal is to help you craft a flexible, dynamic toolkit — one that inspires transformation and creates meaningful impact in the lives of those you work with.






The Feedback Process: Handling Participant Resistance

As you watch the video, note down strategies you may use to assist in these scenarios

Which of these especially resonate with you?

Applications

Identify the main application for each type of report.

Report	How can I use this?
 <p>Discflow® Portrait 2.0</p>	
 <p>Discflow® Core 2.0</p>	
 <p>Discflow® Leader 2.0</p>	
 <p>Discflow® Group 2.0</p>	
 <p>flow360®</p>	

Icebreaker: Signs of Progress

You're on a journey of growth after delivering Discflow® feedback. On this journey, what images describe your progress so far? Be creative! You can add in others.



What led you to choose your image?

Session Objectives

- ✓ **Handle Participant Resistance** – Confidently navigate challenges when individuals question or disagree with their assessment results.
- ✓ **Apply Key Assessments** – Demonstrate the use of the different applications in a case study, including enhancing leadership, building relationships and improving team effectiveness.
- ✓ **Feel confident about FlowAI and FlowHub** - Know how to leverage the digital tools and resources to support ongoing development.
- ✓ **Build Your Toolkit** – Confidently apply methodologies, exercises and concepts to various scenarios.
- ✓ **Hone Feedback Skills** – Further strengthen skills in debriefing assessment results.

What are your specific expectations?

Coaching for Success

Case Study 1: Style Disagreement

COACH BRIEFING

Overview

A participant has completed a DISC assessment, which indicates a high Dominance (D) style. However, the participant disagrees with this result, believing they are more collaborative and supportive in their behaviour. They feel that the Dominance style does not reflect their self-perception or past experiences. A coaching session has been arranged to explore these differing views and help the participant reflect on their behavioural style.

Objective:

To explore the participant's DISC assessment results, focusing on the high Dominance style, and support the participant in examining how these results align—or contrast—with their own self-perception. The session is intended to facilitate a reflective and open discussion, without assuming the accuracy of the assessment over the participant's lived experience.

You may want to:

- Review your notes around how to deal with participant resistance.
- Spend a few minutes planning how you will approach this situation.

PARTICIPANT BRIEFING

Objective:

You are attending this session to reflect on your DISC assessment results, particularly the indication of a high Dominance style. You feel that your approach is more collaborative and supportive than the assessment suggests. This is an opportunity to explore how different behaviours may present in different contexts and consider how the assessment results may or may not reflect your everyday style.

You may want to:

- Share your initial reactions to the Dominance result and how it contrasts with your self-perception.
- Think of examples that illustrate your collaborative behaviours, such as encouraging input from team members or creating inclusive environments.
- Reflect on times when you have taken charge or made assertive decisions, and consider how these situations may relate to the Dominance profile.
- Consider how your behaviour may vary in different contexts, such as under time pressure or in group settings.
- Explore how different aspects of your leadership style—such as being assertive and being supportive—can coexist or appear in different combinations.
- Reflect on what you want to gain from this session in terms of understanding yourself and your leadership impact more clearly.

Case Study 2: EI Interpretation

COACH BRIEFING

Overview

A participant has completed a DISC Flow Core assessment, which indicates a low-to-moderate level of empathy within their Emotional Intelligence overview. However, the participant disagrees with this finding, stating that they consistently demonstrate empathy and emotional understanding in their interactions with others. They feel the assessment does not accurately reflect their emotional strengths. A coaching session has been arranged to explore this discrepancy and help the participant reflect on the feedback and its implications.

Objective:

To explore the participant's Emotional Intelligence assessment results, with a focus on the empathy feedback, and support the participant in examining how these results align—or contrast—with their own self-perception.

The aim of the session is to create a safe, non-judgmental space where the participant can reflect on their emotional habits, consider different perspectives, and identify opportunities for personal growth. This is not about defending the report, but about deepening self-awareness and enhancing emotional effectiveness in real-world settings.

You may want to:

- Review your notes around how to deal with participant resistance.
- Spend a few minutes planning how you will approach this situation.

PARTICIPANT BRIEFING

Objective:

You are attending this coaching session to reflect on your Emotional Intelligence assessment results, particularly the indication of a low-to-moderate empathy score. You believe that empathy is one of your strengths and feel that the report does not align with your experience or how you show up in relationships.

This session is an opportunity to:

- Explore those feelings
- Consider how empathy may manifest in different contexts
- Reflect on how others might experience your emotional responses.

You may want to:

- Share your initial reactions to the empathy score and why you feel it does not reflect your true self.
- Discuss examples of times you've shown empathy or emotional understanding in personal or professional interactions.
- Reflect on how you respond emotionally in stressful or high-pressure situations.
- Explore how your emotional responses might differ in various contexts or with different people.
- Be open to discussing how increased self-awareness and emotion regulation can enhance your Emotional Intelligence further.
- Identify specific areas or situations where you would like to strengthen your emotional impact or adaptability.

OBSERVER BRIEF

– Read scenario, make notes below for feedback

Actions	✓	Notes
<p>Acknowledge Their Concerns. Validate their feelings, be open, non- defensive, reassure about purpose of session and collaboration.</p>		
<p>Emphasise the Role of the Assessment. Reflect on different contexts, ask about mindset during assessment completion.</p>		
<p>Encourage Exploration. Reframe as discovery tool, focus on exploration.</p>		
<p>Use Self Validation. Guide through validation, use eg's, encourage alternative perspectives, ie others' perceptions.</p>		
<p>Consider Context and Adaptability. Any change based with context eg if stressed. Emphasise adaptability, encourage identification of strengths.</p>		
<p>Address Scepticism about DISC Model. Position DISC flexibly, does not define you, about insights.</p>		

OBSERVER BRIEF continuation

Actions	✓	Notes
<p>Introduce Alternative Perspectives. Share eg's, the importance of reflection, encourage trusted feedback.</p>		
<p>Reframe the Session as a Growth Opportunity. Value of reflection, shift focus to development not report details, discuss specific, actionable strategies.</p>		
<p>If Resistance Persists. Maintain professionalism, adapt the session, ask about the most valuable use of the session. Future reflection.</p>		
<p>Overall Guidance. Engage with open-ended questions and encourage self-reflection. Active listening, empathy, validate feelings about their self-perception. Reassure that DISC results are one lens. Help see benefits/traits of their style. Encourage self-exploration, not judgment. Provide reassurance of development over time. Offer practical exercises or scenarios to help cultivate skills.</p>		

Case Study: Maximising Leadership Potential at ABC Company

Background

You are a Senior Specialist within the Learning and Development (L&D) department at ABC Company. You have been called in to talk to the Head of HR about potential challenges arising from the leadership style demonstrated by some of the organisation's leaders. You don't have too much to go on, though in the meeting your boss gives you a short briefing on the situation. There are 3 leaders who are mainly involved.

With the permission of these leaders, you have been given access to their **Discflow® Core Reports, as well as their individual team Group Reports**. All 3 leaders are willing to work on the challenges they are facing, as they each recognise that their team's morale is low and they have recently seen a rise in staff turnover.

Exercise Objective:

As a group, design an outline leadership development approach tailored to the unique styles and emotional intelligence profiles of the leadership team—Jordan (Sales), Chris (R&D), and Alex (Customer Service). Your goal is to integrate DISC and Emotional Intelligence insights to enhance individual leadership effectiveness, address specific team challenges, and cultivate a high-performing, psychologically safe and adaptable leadership culture across the organisation.

The Leaders:

Jordan heads the Sales team and has a **DI style and low EI**. Jordan prefers an assertive and direct style, where he makes the decisions ('that's his job'). He is confident, self-assured and very determined to make an impact through some great sales results. However, sales are currently not going the way he had hoped. It seems his team members are insecure about expressing ideas or concerns, there is low morale and depleted energy, they don't feel involved or their skills appreciated. They are feeling a lack of psychological safety, unable to express their views as they fear critique.

Leading the R&D team, **Chris has a C style with low EI**. Chris says she likes to 'keep her finger on the pulse,' though her focus on accuracy and every detail is leading her to micromanage, in case her team 'isn't up to the job'. In an exit interview, one of her team members says they felt little empathy from their leader and that she really was stuck in her approach, with little adaptability or willingness to flex. You also hear that other team members feel stressed and frustrated at the direction of their team meetings where they spend their time on discussing everything, and don't get to understand the bigger picture or their contribution to it.

Alex leads the Customer Service Team. Alex has a **high S style and moderate EI**. The focus in this team is on support and harmony, where Alex is aware of others' emotions and fosters cooperation and harmony. Alex will always give the team members time to talk and listens to their ideas and any concerns they have. However, decisions take a long time and some team members are not performing at their best. This leads to inefficient approaches and unresponsiveness to urgent issues. Despite the friendly atmosphere, productivity is declining, pressuring project deadlines and team cohesion.

Your Group Challenge (Senior Specialist Role)

You have been asked by the Head of HR to put together a proposal to work with these leaders to assist them in their leadership challenges.

As part of your proposal, you may want to consider the following:

What would your overall approach be?

Outline your recommended strategy or framework for working with these leaders individually and as a collective leadership team.

What key questions would you ask each leader?

Identify questions that will help them reflect on their current impact, gain self-awareness, and open up to behavioural change.

Which Discflow reports would you use and why?

Consider whether the Portrait, Core, Leader, or other reports (or a combination) would provide the most useful insights for coaching and development.

How would you measure success?

Define clear success indicators, such as changes in team engagement, psychological safety, Emotional Intelligence behaviours, or cross-functional collaboration.

What would be your next steps?

Recommend a phased plan for implementation—including coaching, workshops, feedback loops, or team-based activities

You may use the following worksheet to capture ideas and prepare for a brief presentation highlighting your group’s approach to this situation.

Organisation ABC Proposal – Group Worksheet

1. Our Overall Approach

How will you support these leaders individually and as a team?

2. Discflow® Reports we would use

Which report(s) would you use with each leader and why?

Leaders	Reports	Why
Jordan		
Chris		
Alex		

3. How We Will Measure Success

What will show that the leaders and their teams are improving?

4. Our Next Steps

Platforms

Platform Features	Notes
<p>FlowHub</p> <ul style="list-style-type: none"> ■ Self-Administered Platform ■ Total Control 24/7 ■ Assessments On Demand ■ View & Shape Organisational Culture 	
<p>FlowAI</p> <ul style="list-style-type: none"> ■ Personal Coach ■ Role Play Scenarios ■ Personalised to You and Your ■ Colleagues Style On Demand 365 - 24/7 	
<p>Resource Pack</p> <ul style="list-style-type: none"> ■ Slide Decks & Facilitator Guides ■ Videos ■ Training Aids ■ Promotional Material 	

Integrating DISC and Emotional Intelligence

A 3-Phase Development Roadmap

The Discflow® Core 2.0 Report is built around three powerful insight areas:

1. DISC Behavioural Style
2. Emotional Intelligence
3. Combined Impact

This roadmap guides people through a structured journey of awareness, growth, and action.

Notes

Applying the Skills: Your Resources

Complete the tasks and make notes:

Resources	Task	Notes
Your Trainer Resource Pack	Investigate your Materials	
FlowHub	Customise your account with your logo. Send yourself a link to take the Discflow® Core Assessment – then withdraw it	

Applying the Skills: Why Re-invent the Wheel

Reflect upon the exercises you have participated in over the Certification and identify how you can use them with your participants:

Exercise	Objective
Video clips	
Icebreakers	
Profile Validation	
4 Corners exercise	
'Daily DISC' exercise	
People-reading of own team members	
Your Emotional Responses Exercise	
Benefits of Emotions	
EI Reflection	
Managing Your Emotions	
Emotional Regulation	
Others	