PARTICIPANT GUIDE

Cubic Integrator Learning Journey

Session 1: Energizing People Through Effective Communication I

CUBIC

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Learning That Powers Performance

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MANAGEMENT AND LEADERSHIP

Cubic Integrator Learning Journey

Session 1: Energizing People Through Effective Communication I

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MDV829a-0821 Session 1

CUBIC INTEGRATOR
Program Roadmap
PROGRAM PREP
CISS
Cubic Integrators
Explorer
Pathfinder
Business Builder
DiSC Behavioral Assessment
30 min
MONTH 1
1
Energizing People Through Effective Communication Part 1 (1.5h)
Energizing People Through Effective Communication Part 2 (1.5h)
MONTH 2
2
Building Trust and Connection (2h)
MONTH 3
3
Emotional Intelligence Essentials (1.5h)
MONTH 4
4
MONTH 5
5
Agile Concepts, Lean Thinking and Continuous Improvement (3h)
MONTH 6
6
Formation of Capstone Teams – presentation planning and preparation (1h)
Final Capstone Event – presentation and accomplishments
COHORT 1
Explorer/Pathfinder
Critical Thinking and Creative Problem Solving (3h)
COHORT 2
Business Builder
Strategic Thinking, Problem Solving and Decision Making (3h)
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CUBIC INTEGRATOR LEARNING JOURNEY
Program Goal
The goal of this program is to help you build your leadership capabilities in order to deliver strong business results, drive innovation, and catalyze organizational growth.
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ENERGIZING PEOPLE THROUGH EFFECTIVE COMMUNICATION I
Session Goal
The goal of this session is to enhance your ability to energize teams by communicating effectively with a wide variety of personality styles.

ENERGIZING PEOPLE THROUGH EFFECTIVE COMMUNICATION I

Session Learning Objectives

By the end of this session, you will be able to:

- Identify various "filters" that have a negative impact on communication
- Explain the importance of tailoring your message to meet the needs of the receiver
- Infer how your personality impacts your communication preferences
- Articulate key differences between the four basic DiSC styles
- Recognize specific motivators and stressors that often map to each of the DiSC styles

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ENERGIZING PEOPLE THROUGH EFFECTIVE COMMUNICATION I

Session Topics

- Opening Activities
- The Goal of Communication
- Tailoring and Targeting Your Message
- Exploring Your DiSC® Report
- The Four Basic DiSC® Styles
- Personalizing Your Report

ANNOTATE

Virtual Spectrogram

How effectively do you flex your communication style based on the needs of your "audience?"

I don't really try	Not so effectively	Somewhat effectively	Very effectively

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ENERGIZING PEOPLE THROUGH EFFECTIVE COMMUNICATION I

What Is the Goal of Communication?

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Communication originates as mental images within a person who desires to convey those images to another. To transfer an image to another person, the sender first must translate the images into symbols that a receiver can understand. This process of translation is called encoding.

Once a message has been encoded, the next step is to transmit or communicate the message to a receiver. When a message is received by another person, a decoding process occurs. When messages are decoded exactly as the sender has intended, the images of the sender and the images of the receiver match, and effective communication occurs.

However, the truth is that our message happens in other people's heads. And in addition to all of the distractions around us, each person has their own unique set of filters that shape the way they interpret communication. People differ in their personal histories, ways in which they experience things, and emotional responses. All of these factors impact what we choose to pay attention to and what we might dismiss when we are communicating.

Both physical and psychological "noise" can restrict a sender's or receiver's ability to express and/or understand messages clearly.

CLASS DISCUSSION

Communication Filters

Reflect on any recent communication challenges you may have encountered with stakeholders.

- Which of the communication filters from the previous slide may have played a role in that (mis)communication?
- Which filters most impact the communication within your work team?

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However, the truth is that our message happens in other people's heads. And in addition to all of the distractions around us, each person has their own unique set of filters that shape the way they interpret communication. People differ in their personal histories, ways in which they experience things, and emotional responses. All of these factors impact what we choose to pay attention to and what we might dismiss when we are communicating.

Both physical and psychological "noise" can restrict a sender's or receiver's ability to express and/or understand messages clearly.

ENERGIZING PEOPLE THROUGH EFFECTIVE COMMUNICATION I

Tailor Your Message to Meet Your Audience's Needs

If we tailor the way we deliver a message, the chances of it "hitting the target" are much greater than if we use a Fire, Aim, Ready approach.

- **Don't change WHAT you say, but HOW you say it.**
- "Measure twice, cut once."

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ENERGIZING PEOPLE THROUGH EFFECTIVE COMMUNICATION I

Cornerstone Principles of DiSC®

Everything DiSC® Workplace Profile

- Page 2: Introduction to DiSC®

Introduction

WHAT IS EVERYTHING DiSC®?

Adam, have you ever wondered why connecting with some people is easier for you than with others?

Maybe you've noticed that you relate better to colleagues who focus more on results and the bottom line.

Or, maybe you're more comfortable working with those who take an aggressive, bold approach than those who work at a steadier pace.

Or, perhaps you relate best to people who are more direct than diplomatic.

Welcome to Everything DiSC Workplace®. The DiSC® model is a simple tool that's been helping people to connect better for over thirty years. This report uses your individual assessment data to provide a wealth of information about your workplace priorities and preferences. In addition, you'll learn how to connect better with colleagues whose priorities and preferences differ from yours.

CORNERSTONE PRINCIPLES

- All DiSC styles and priorities are equally valuable and everyone is a blend of all four styles.
- Your work style is also influenced by other factors such as life experiences, education, and maturity.
- Understanding yourself better is the first step to becoming more effective when working with others.
- Learning about other people's DiSC styles can help you understand their priorities and how they may differ from your own.
- You can improve the quality of your workplace by using DiSC to build more effective relationships.

OVERVIEW OF THE DiSC MODEL

Dominance
- Direct
- Firm
- Strong-willed
- Forceful
- Results-oriented

Influence
- Outgoing
- Enthusiastic
- Optimistic
- High-spirited
- Lively

Conscientiousness
- Analytical
- Reserved
- Precise
- Private
- Systematic

Steadiness
- Even-tempered
- Accommodating
- Patient
- Humble
- Tactful

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ENERGIZING PEOPLE THROUGH EFFECTIVE COMMUNICATION I

Cornerstone Principles of DiSC®

- All DiSC styles and priorities are **equally valuable**, and everyone is a blend of all four styles.
- Your work style is also influenced by **other factors**, such as life experiences, education, and maturity.
- **Understanding yourself** better is the first step to becoming more effective when working with others.
- Learning about **other people's DiSC styles** can help you understand their priorities and how they may differ from your own.
- You can improve the quality of your workplace by using DiSC to build more **effective relationships**.

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CLASS ACTIVITY: ANNOTATE

Identify Your DiSC® Style

On the following slide:

- Type your name followed by the letter or letters that illustrate your DiSC style in the appropriate quadrant
  - For example: Suzana - C
- If you have a two-letter DiSC style, type in the quadrant corresponding to the first letter of your style

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D
i
C
S

ENERGIZING PEOPLE THROUGH EFFECTIVE COMMUNICATION I

Your Level of Inclination Toward Your Style

Strong

Moderate

Slight

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ENERGIZING PEOPLE THROUGH EFFECTIVE COMMUNICATION I

Shading and Priorities

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INDIVIDUAL ACTIVITY

Personalize Your DiSC® Style Overview

Individually:

- Go to pages 4 and 5 of your profile.
- Personalize these pages by using:
  - ✓= like you
  - X = not like you
  - ? = not sure
- On page 4, underline or highlight 3 statements that best describe you.
- On page 5, underline or highlight your top 2 priorities.

Be prepared to share with your small group.

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GROUP BREAKOUT ACTIVITY

Exploring DiSC® Styles

In your small groups, share:

- Your DiSC style
- Level of inclination toward your style
- How you personalized page 4
- What you selected as your top 2 priorities on page 5

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ENERGIZING PEOPLE THROUGH EFFECTIVE COMMUNICATION I

The Four Basic Styles

Page 7: Overview of DiSC

- D = Dominance
- i = Influence
- S = Steadiness
- C = Conscientiousness

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Dominance
Priorities: getting immediate results, taking action, challenging self and others
Motivated by: power and authority, competition, winning, success
Fears: loss of control, being taken advantage of, vulnerability
You will notice: self-confidence, directness, forcefulness, risk-taking
Limitations: lack of concern for others, impatience, insensitivity
Influence
Priorities: expressing enthusiasm, taking action, encouraging collaboration
Motivated by: social recognition, group activities, friendly relationships
Fears: social rejection, disapproval, loss of influence, being ignored
You will notice: charm, enthusiasm, sociability, optimism, talkativeness
Limitations: impulsiveness, lack of follow-through, disorganization
Active
Fast-paced
Assertive
Dynamic
Bold
D
i
C
S
Questioning
Logic-focused
Objective
Skeptical
Challenging
Accepting
People-focused
Empathizing
Receptive
Agreeable
Conscientiousness
Priorities: ensuring accuracy, maintaining stability, challenging assumptions
Motivated by: opportunities to use expertise or gain knowledge, attention to quality
Fears: criticism, slipshod methods, being wrong
You will notice: precision, analysis, skepticism, reserve, quiet
Limitations: overly critical, tendency to overanalyze, isolates self
Steadiness
Priorities: giving support, maintaining stability, enjoying collaboration
Motivated by: stable environments, sincere appreciation, cooperation, opportunities to help
Fears: loss of stability, change, loss of harmony, offending others
You will notice: patience, team player, calm approach, good listener, humility
Limitations: overly accommodating, tendency to avoid change, indecisiveness
Thoughtful
Calm
Methodical
Moderate-paced
Careful
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INDIVIDUAL ACTIVITY

Your Motivators and Stressors

Individually:

- Go to page 6 of your profile.
- Personalize this page by using:
  - ✓= like you
  - X = not like you
  - ? = not sure
- Underline or highlight:
  - Your top 3 motivators
  - Your top 3 stressors

Be prepared to share with your small group.

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GROUP BREAKOUT ACTIVITY

Small Group DiSC® Styles

In your small groups, share:

- How you personalized page 6
- Your top 3 motivators
- Your top 3 stressors

Are there any things that are stressors for you that are motivators for others in your group?

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LOOKING FORWARD

We Will Build on This in Our Next Session…

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NEXT STEPS: BRIDGE WORK

Read: "Make the Most of Meetings Using Work Style"

Individually:

- Read the article below for tips on using your knowledge of DiSC styles to run more effective meetings.

"Make the Most of Meetings Using Work Style"

https://www.everythingdisc.com/insights-to-action/make-the-most-of-meetings-using-work-style.aspx

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"Make the Most of Meetings Using Work Style"
https://www.everythingdisc.com/insights-to-action/make-the-most-of-meetings-using-work-style.aspx

LOOKING FORWARD
Program Roadmap
Our next session...
PROGRAM PREP
DiSC Behavioral Assessment
30 min
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Energizing People Through Effective Communication Part 1 (1.5h)
Energizing People Through Effective Communication Part 2 (1.5h)
MONTH 2
Building Trust and Connection (2h)
MONTH 3
Emotional Intelligence Essentials (1.5h)
MONTH 4
MONTH 5
Agile Concepts, Lean Thinking and Continuous Improvement (3h)
MONTH 6
Formation of Capstone Teams – presentation planning and preparation (1h)
Final Capstone Event – presentation and accomplishments
CISS
Cubic Integrators
Explorer
Pathfinder
Business Builder
COHORT 1
Explorer/Pathfinder
Critical Thinking and Creative Problem Solving (3h)
COHORT 2
Business Builder
Strategic Thinking, Problem Solving and Decision Making (3h)
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Thank You!

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ABOUT CORPORATE EDUCATION GROUP

Corporate Education Group (CEG) delivers talent strategies and development solutions that align with targeted business goals to transform organizational performance. From assessments to advisory consulting, program design, coaching, training delivery and measurement, we identify the right solutions to unlock business value. Our more than 30 years of experience rooted in corporate training enables us to engage in collaborative partnerships and taught us that there is no one size-fits-all solution when it comes to optimizing performance. Through our strategic alliance with Duke University Management Training, we offer premiere certificate programs backed by a renowned higher-education institution. Our practice focus is in Project Management, Business Analysis, Agile and Scrum, Lean and Lean Six Sigma, Management and Leadership, Business Process Management, and Business Relationship Management and our solutions are delivered in onsite, classroom, virtual, on-demand and blended settings. CEG is a PMI® Charter Global Registered Education Provider and a member of the Global Executive Council, an IIBA® Endorsed Education Provider, an APM Group PRINCE2® ATO, and an approved Channel Partner with the Blanchard Partner Network. For more information go to www.corpedgroup.com.

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