

DiSCussion Points for Leaders: After Workshop

Instructions: After your team member attends the “live” Communication Strategies workshop, have a conversation with him/her about communication. Use these questions to guide the DiSCussion and coaching conversation with your team member.

Tell me about what you learned in the workshop. What were your biggest “take-away”?
What are your strengths in terms of your communication style?
How do your communication strengths make you impactful in your role?
Any surprises with regards to your communication style?
How do you want me to communicate with you? In other words, what are your communication preferences?
My communication preferences/expectations are...
What actions are you going to take now that you know more about your communication style?
What do you need from me to support your growth in this area?
How will your new insight help with your customers? Be specific.
What other topics are you interested in learning more about for your professional or personal development?

Recommendations:

- In an effort to better understand each other's communication preferences:
 - Share your DiSC report with your team member and ask to see your team member's DiSC report
 - Run a comparison report between you and your team member on the MyEverythingDiSC website and use it to guide a conversation around communication expectations
- To support your team member's growth and development:
 - Schedule a follow-up coaching session for 2-3 weeks out:
 - touch bases
 - how does the team member feel they have been applying what was learned
 - acknowledge any positive change in behavior you have observed
 - what you can do to continue support of the new skills
 - Continue the conversation by scheduling additional follow-up sessions
 - In those sessions, ask the following questions:
 - How have you used your communication strengths since we last met to help a customer?
 - Did you run into any communication challenges this week?
 - If yes...
 - What happened?
 - What could you have done differently to turn the situation around?
 - How could you have utilized your communication strengths to turn the conversation around?

