

Client Services Team Development Session 2

August



Client Services Team Development

Session 2



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Session 1: Let's get started: Building familiarity and trust within the team to optimize collaboration

Session 2: Who are we? Building clarity around team mission and direction, shared values, and operating norms

Session 3: How can we work together most effectively?
Building collaboration skills to give and get information and support (inside and outside the team)

Session 4: How can we resolve conflicts? Building clear communication and resolving conflicts (inside and outside of the team)

Session 5: Where do we go from here? Building an action plan to ensure commitment to high quality standards and results

Today's Agenda

About Today

Session 1 review

- DISC Style characteristics
- Which style get along?
- How to leverage each style
- How to support each style
- Meeting behavior and support
- Our DISC culture
is it I-D-S-C?
- Or is it XXX?
- Our culture strengths and challenges



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DISC
PROFESSIONAL
STYLES[®]



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Introduction to DISC Professional Styles





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About the DISC Model

- A snapshot of who you are
- A Zip Code, not your home address
- Tool to help understand your strengths, challenges and growth opportunities
- Tool to help build relationships
- Does not measure IQ, EQ, or your ability to flex or adapt your style

How DISC Helps...



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Judging



Understanding



Respecting



Appreciating



Valuing



Leveraging

Let's take a closer look at the styles



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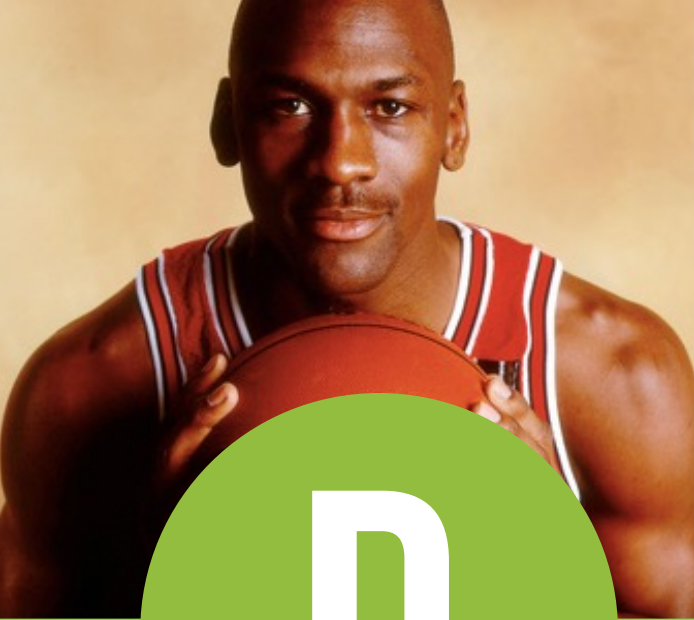




The D, Direct and Confident Style

Productive, outgoing, active.
Focuses on what need to be done. How to understand and appreciate this Think of someone outside of work whom you know and love that has this style!





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The I, influential, Persuasive and Friendly Style

Outgoing, friendly, active.
Focuses on who needs
support. Think of someone
outside of work whom you
know and love that has this
style!





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The Steady, Calm and Consistent Style

Supportive, detailed. consistent, accepting.

Focuses on how to get things done. Think of someone outside of work whom you know and love that has this style!

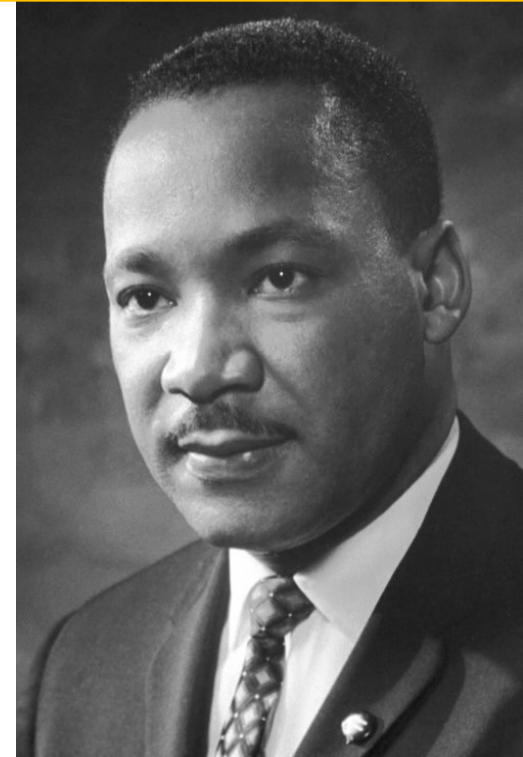




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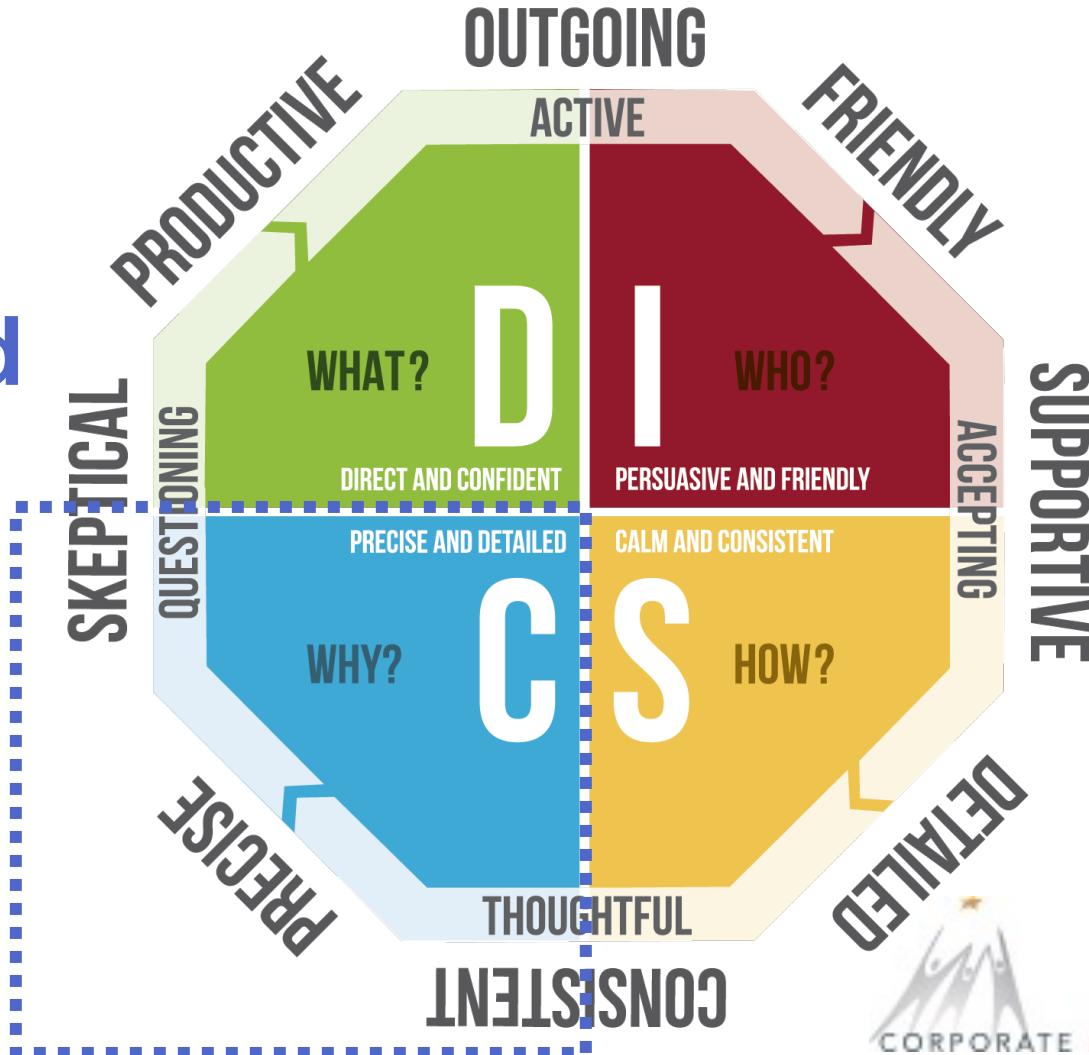
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The C, Conscientious, Precise and Detailed Style

Precise, skeptical,
questioning. Focuses on
why things need doing. Think of
someone outside of work whom
you know and love that has this
style!





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DISC Style Benefits & Challenges

Benefits

D: Productive

I: Supportive

S: Dependable

C: Precise

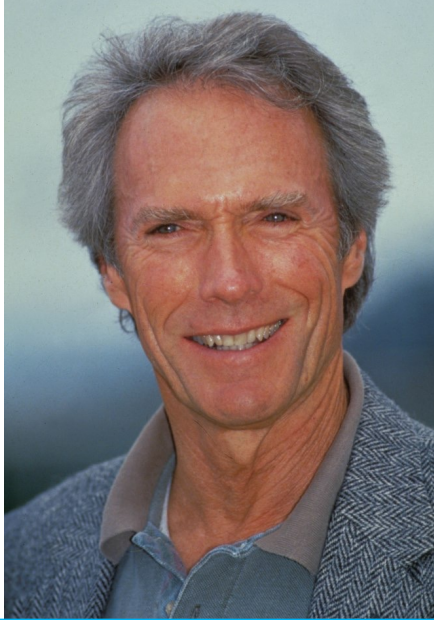
Challenges

D: Too urgent

I: Too giving

S: Overly cautious

C: Overly critical



DISC Profiles



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Name	DISC Style Primary/Secondary
Brodock, Jennifer	Conscientious / Steady
Brown, George	Influential
Bryce, Sarah	Conscientious / Steady
Danek, Nicole	Steady / Conscientious
Grady, Jennifer	Influential / Dominant
Kafaro, Cindy	Steady
Kroll, Ryan	Influential
Kroll, Katie	Influential / Dominant
Kroll, Sydney	Steady / Influential
Kroll, Tyler	Dominant / Conscientious
Kwiatkowski, Paula	Steady
Martinez, Juan	Dominant / Conscientious
Nothhelfer, Lauren	Conscientious / Steady
Popper, Richard	Influential / Conscientious
Schraidt, Mark	Steady
Schraidt, Mary	Dominant
Shah, Tejashree	Steady / Conscientious
Wilke, Kristine	Dominant / Conscientious
Wojnicz, Patti	Influential / Steady

Breakout

Breakout: Please meet with your primary DISC style friends - discuss and present:

1. Your value to the team
2. Support you need to do your best work
3. Share a favorite hero, theme song or slogan about your style

Let's Look at the P&K Team Report



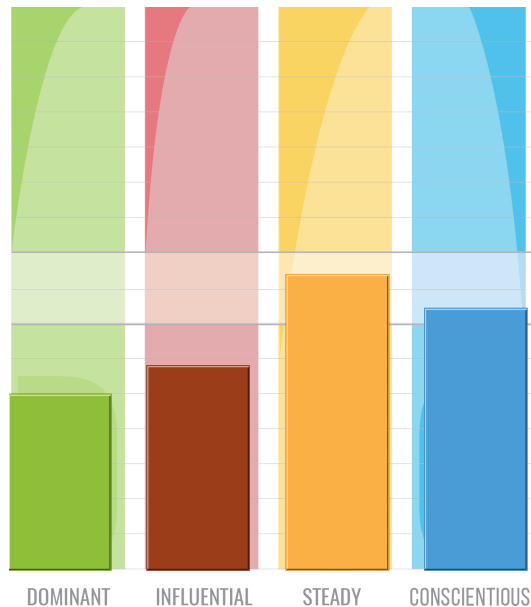
Team Profile Report
Disc Professional Style

Your Team's Primary and Secondary Styles Graph I-D-S-C



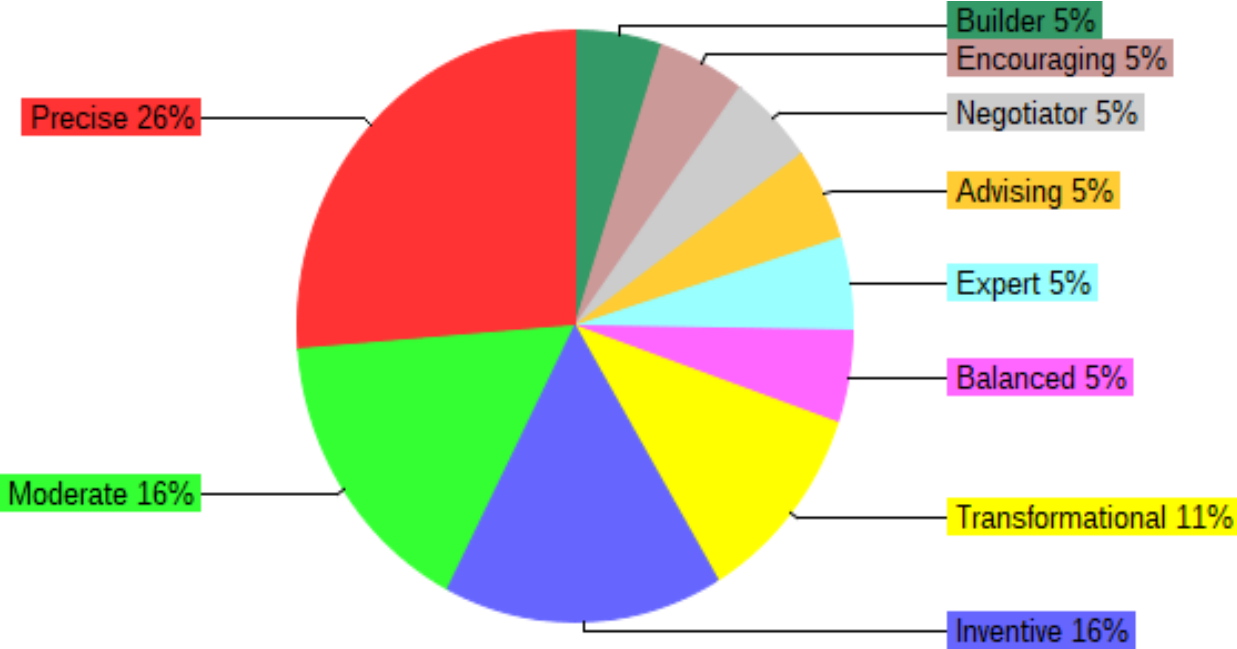
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STYLE	PRIMARY	SECONDARY	TOTAL
D	4 / 67%	2 / 33%	6
I	6 / 86%	1 / 14%	7
S	6 / 60%	4 / 40%	10
C	3 / 33%	6 / 67%	9
Total count primaries + secondary styles			32

Team Disc Patterns



PATTERN	COUNT	PCT
Precise	5	26%
Moderate	3	16%
Inventive	3	16%
Transformational	2	11%
Balanced	1	5%
Expert	1	5%
Advising	1	5%
Negotiator	1	5%
Encouraging	1	5%
Builder	1	5%

How might this profile help you?
How might it hinder you?



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Breakout:

Your Team's
Strengths &

Challenges

Start

Stop

Continue

- High Performance Hybrid Team Model
- 1-10 check in
- Ask-Give-Accept Model

A ASK	Ask for what you need: This builds transparency and demonstrates trust
G GIVE	Give others what they need... or ask them what they need to be successful
A ACCEPT	Accept be willing to accept help. This ensures mutual trust
A ACT	Act Leverage your new-found information or support by taking action





One Bold Step Solo Activity

Next Steps



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- Try the 1-10
- Try the ASK-Give-Accept
- Complete your Best Team Ever for next time
- Circle of appreciation