

DiSC Case Study:

Solving People Problems with *Everything DiSC*



Corporate Snapshot

One of the largest law firms in the United States, comprising of over 1,000 employees, very strongly believes in strong and effective teamwork to generate organisational success.

The Challenge

With a large number of teams, and team members having a variety of different roles, the teams of this law firm needed to learn how to communicate with each other and work together more effectively. This also meant that the skills each employee learnt needed to be applicable when working not only with their manager and direct reports, but also transferrable across departments and situations.

The Solution

Human Resources decided to start training a pilot group of their own staff. The HR team, who were all managers, took the *Everything DiSC Management Profile*. If this training met their goals, the next step would be to train another pilot group of managers from various departments.

The result was an overwhelming response that the program was exactly what they were looking for, and the next step was to immediately implement the process with other groups. The next pilot group was a select group of managers and they were offered the *Everything DiSC Management* program, including the profile and facilitation, two months later. This group agreed with the HR team: the DiSC program would benefit all managers and was the ideal tool to help them work better with their direct reports, increasing productivity and effectiveness.



The Results

While listening to the managers, it became obvious that too much of the workday was spent on trying to solve “people problems” instead of getting the job done. Using DiSC, the managers were able to see that many of the “people problems” were differences in style and approach. The *Everything DiSC Management* facilitation, especially the video, gave managers practical advice and good visual examples of how to address people with different communication styles.

With the first two parts of the pilot a success, the next step was to offer the *Everything DiSC Management Program* to a group of supervisors. The response was again overwhelmingly positive. One participant commented, “This was the best training session I’ve had since I became a supervisor.”

After each training session, participants were asked to respond to a survey about their experience. When asked if *Everything DiSC Management* was relevant and enhanced their learning, 100% of the participants in the class strongly agreed.

One week later, the client purchased the *Everything DiSC Management* and *Everything DiSC Workplace Facilitation Kits* and began train-the-trainer programs in order to move forward with their new initiative: company-wide DiSC training. ●

Registration Dates

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2-DAY DiSC ACCREDITATION

Sydney 1-2 February 3-4 May	Brisbane 8-9 March 14-15 June
Melbourne 8-9 February 17-18 May	Adelaide 5-6 April
	Perth 22-23 March

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1-DAY 363 FOR LEADERS ACCREDITATION

*Pre-requisite: 2-Day Accreditation

Sydney 3 February 5 May	Brisbane 10 March 16 June
Melbourne 10 February 19 May	Adelaide 7 April
	Perth 24 March

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For more information or to register for DiSC Accreditation in your region, visit www.mindresources.net