

# Level 1: Understanding Your DISC Personality Styles

## Level 2: Become A Certified Behavioral Facilitator

**初级课程：了解你自己的DISC个性**

**高级课程：DISC 职业行为分析师认证课程**

### George Quek

PEO Senior Trainer  
DISC Master Certifier

#### Guangzhou 广州

Level 1: Thursday, 07 April 2011 (半天)  
Level 2: Friday & Saturday, 08-09 April 2011 (两天)

#### Shanghai 上海

Level 1: Thursday, 08 September 2011 (半天)  
Level 2: Friday & Saturday, 09-10 September 2011 (两天)

9:00am-5:30pm  
Language: Putonghua (普通话, 中文教材)

PEO  
Training

## Preamble

林伟贤与郭腾尹的著作《团队的力量》一书中写到：“DISC个性分析学是一种‘人类行为的语言’，其基础为美国心理学家威廉·莫尔顿·马斯顿博士（Dr. William Moulton Marston）在上世纪二十年代的研究成果。七十多年来，不断更新升级的DISC测评系统，在全球84个国家已有超过5000万个测试案例。马斯顿博士是研究人类行为的著名学者，他的研究方向，有别于弗洛伊德和荣格所专注的人类异常行为，DISC研究的是可辨认的正常的人类行为。1926年，马斯顿博士在他的著作《正常人的情绪》（The Emotion of Normal People）中公布了他的发现，并在书中对其所发展的DISC系统作了简短的叙述，该书首次尝试将心理学从纯粹的临床应用向外延伸应用到一般人身上。人有四种基本的性向因子，这些性向因子以复杂的方式组合在一起，构成了每个人独特的性格。马斯顿博士所设计的是一套可测量四项重要性向因子的性格测验方法，这四项因子分别为支配（Dominance）、影响型（Influence）、稳健型（Steadiness）与服从型（Compliance），而这套方法也是以这四项因子的英文名第一个字母而命名为DISC。”

本次培训是对你、你的组织和你的人际关系绝对超值的投资！通过紧凑的国际认证培训课程、行为科学工具和新技巧，会使你更加了解你自己，然后通过学习阅读他人的关键技巧，使你成为行为分析的专家。

按照美国激励学院（Institute of Motivational Living）对海外资格认证的专业要求，本次国际认证培训会根据不同的培训阶段，使你通过实际案例分析、模拟角色扮演、脑力风暴与探讨、培训游戏、有效的分析工具和图像等，带领你一步一步地深入学习。学员会练习实际矛盾解决，选拔和提升员工，家庭问题辅导以及团队建设的规则与技巧。其中包括对图像和分析报告的互动教学，自我发掘和小组练习。

第一阶段 Level 1:  
Understanding Your DISC Personality Styles  
了解你自己的DISC个性人格肖像系统（半天）

第二阶段 Level 2:  
Become A Certified Behavioral Facilitator  
DISC 职业行为分析师认证课程（两天）

## Level 1: Understanding Your DISC Personality Styles

### Introduction

Leadership is about first understanding self and then others (知己知彼，百戰百勝) With this knowledge, the leader will flex and adapt his/her behaviours according to situations and persons.

This program aims to allow each participant to:

- Understand one own personality and preferences
- Learn to lead others of different personalities and preferences

To this end, the personality assessment tool, DISC will be used.

### DISC Behavioral Styles

DISC is one of the world's most popular personality and behavioural profiling instruments. It is designed to reflect observable, measurable behaviours.

The history of DISC goes back to the observations and work of Hippocrates who identified 4 natural types of temperaments. There are four dimensions to the DISC model:

- ★ Dominance: How you approach problems and challenges
- ★ Influence: How you interact and influence people
- ★ Steadiness: How you respond to change and levels of activity
- ★ Compliance: How you respond to rules and regulations

DISC identifies not only one's natural behavioural style but also one's adapted style. The individual's natural style is often referred to as “the real self”. The adapted style is sometimes known as the “masked self”. It is a list of behaviours the individual believes the work environment requires him/her to demonstrate.

### DISC helps people to

- ★ Communicate more effectively
- ★ Establish goals that benefit individuals and organizations
- ★ Establish realistic milestones for performance and skills enhancement
- ★ Identify obstacles and problem areas that may be adversely affecting leadership effectiveness
- ★ Generate alternatives and actions plans to overcome problems
- ★ Lead effective teams

### Solutions

- ★ We recommend the following sequence:
- ★ Online assessment for each participant (English or Simplified Chinese)

- ★ Profile report for each participant to be generated English or Simplified Chinese
- ★ Debrief session (see below)

### Objectives

At the end of the program, the participants will be able to:

- ★ Learn about DISC Personality Styles – the characteristics and attributes
- ★ Understand their own Personality Styles – the strengths and the weaknesses
- ★ Know how to lead and communicate with others of different styles.

### Approach

- ★ Self-Reflection
- ★ Group Discussions/Exercises
- ★ Role-Plays

### Program Outline

Activities	Intent
Introduction and Welcome address Ice-breaking activity	To highlight the importance of aligning teams in achieving overall objective
<b>Fundamentals</b> <ul style="list-style-type: none"> <li>• Why DISC?</li> <li>• What is DISC?</li> <li>• Principles of Motivation</li> </ul> <b>Personality Introduced</b> <ul style="list-style-type: none"> <li>• What are personality preferences?</li> <li>• Characteristics of Dominance, Influencing, Steadiness, Compliance</li> <li>• The orientation of the 4 preferences (The participants will be asked to guess their own style at this time)</li> </ul>	<ul style="list-style-type: none"> <li>• To help participants understand the purpose of doing the DISC exercise: Self awareness and understanding leading to greater effectiveness in leading and relating to others</li> <li>• To explain the importance of personality preferences in our lives and work</li> <li>• To let the participants know and understand the characteristics and attributes of each of the 4 key personality preferences</li> <li>• To let the participants know how each of the 4 preferences differ</li> </ul>
<b>Personality Revealed</b> <ul style="list-style-type: none"> <li>• The personality reports are handed out at this time to each participant.</li> <li>• The participants are asked to go through their individual reports on their own</li> </ul>	<ul style="list-style-type: none"> <li>• To let the participants discover their DISC results</li> <li>• To allow the participants time to individually self-reflect on their findings</li> </ul>
<b>Personality Elaborated</b> <ul style="list-style-type: none"> <li>• Personality Blends</li> <li>• The 3 DISC graphs</li> <li>• Special patterns</li> <li>• Transition patterns</li> <li>• Examples of different patterns</li> <li>• How is our personality determined?</li> </ul>	<ul style="list-style-type: none"> <li>• To help the participants understand different personality blends</li> <li>• To help the participants understand the graphical representations of DISC</li> <li>• To help the participants make sense of the report descriptions to how they relate to the graphs</li> </ul>

## Program Outline

Activities	Intent
<b>Personality Discussed</b> <ul style="list-style-type: none"> <li>Each participant is to be paired with a working colleague</li> <li>Each will take turn to share their personality preferences with one another</li> </ul>	<ul style="list-style-type: none"> <li>To allow close-working colleagues to understand each other's personality styles</li> <li>To discuss how leadership</li> </ul>
<b>Personality Concluded</b> <ul style="list-style-type: none"> <li>4 behavioural tools to adapt to different personalities</li> <li>Different personalities: Good or Bad?</li> </ul>	<ul style="list-style-type: none"> <li>To share with the participants on the various ways to make behavioural changes in response to their personality styles</li> <li>To get the participants to think about the value of differences in the team</li> </ul>
<b>Personality Cross-Styled</b> An activity in which the group is randomly divided into 4 teams. <ul style="list-style-type: none"> <li>Each team will represent 1 style</li> <li>The team will need to discuss and come up with respective ways to complement and supplement each of the 4 DISC styles</li> <li>Each team will then present their outcomes with the rest</li> </ul>	<ul style="list-style-type: none"> <li>To help the participants understand and find ways to work with differing styles</li> <li>To help the participants understand that effective leadership is about adapting to the other party's style</li> <li>To help the participants understand that effective leadership is also about making up the weaknesses of the other party's style</li> </ul>
<b>Personality Applied</b> Participants will role-play different scenarios involving different personality styles	<ul style="list-style-type: none"> <li>To let the participants practice their learning</li> <li>To commit each participant to make desired behavioural changes in view of their self-awareness of their individual personality</li> </ul>
<b>Wrap-up and feedback</b>	

## Level 2: Become A Certified Behavioral Facilitator

### Background

Imagine the advantage you'd have if you could read people like a book - and have the paper qualification to back it up!

Now you can! Based on the well-known and widely used DISC Personality System, this specially designed two-day intensive programme, Introduction To Behavioral Analysis (Certification & Training) will equip you with key people-reading skills and help you become proficient in Behavioral Analysis in no time.

### What's DISC certification?

DISC certification is a training programme in behavioral analysis that provides you with a framework to understand human behaviour more profoundly. It explores four basic personality styles and you learn to relate better to someone of a different style. You will administer and interpret an assessment instrument that identifies behavioral style. These instruments are widely used in counselling, human resource management and professional consulting. Upon completion of this training, you will receive certification from the Institute for Motivational Living as Behavioral Facilitator.

The Institute for Motivational Living, based in Pennsylvania, U.S.A, is a training and publishing company designed to help people communicate better and work together more effectively. The Institute trains and certifies individuals in product usage with their behavior analysis course, Introduction to Behavioral Analysis. This training course provides the expertise to consultants, entrepreneurs, business managers, pastors and counselors in the use of the DISC Personality System and other behavioral assessment profiles for use in team building, career planning, hiring, conflict resolutions, family counseling, personal counseling, marriage counseling and executive coaching. This course and the others The Institute offers are designed to teach you to apply the concepts of DISC in your business and daily life.

### Programme Structure

All sessions begin at 9.00am and end at 5.00pm. This programme runs over 2 days. The examination, given on the last day, consists of questions covering the material in the required reading as well as in the programme itself.

### The Organizational Benefits

The DISC process can provide employees from different branches and teams within an organization the opportunity to meet, learn about each other and learn more about how to build important working relationships throughout the organization.

Put quite simply, if you are relying upon resumes alone to identify and cultivate the human assets in your organization, you are using only half of the compass to guide your organization. DISC helps uncover potential gold mines and trouble areas in an organization in a constructive, non-threatening way that encourages employee participation.

As the conductor, you decide if your organization is making noise . . . or music.

### Why should you enrol?

- This training is an investment in you, your organization and personal relationships. It equips you with new skills to effectively consult, counsel and communicate with others.
- You will receive valuable training material that can be used over and over again.
- You will receive a personal certification as a behavioral facilitator and in doing so, obtain instruction in the administration, interpretation and application of a recognised assessment instrument.
- You will receive toll-free support as you go through this course. This ensures your proper understanding and successful application of the training.
- You will be trained by an expert in human resource management who has trained thousands of individuals in the concept of behavioral assessment.
- You will be able to generate income as a professional consultant from the concepts learned in this course.
- As a Certified Behavioral Analyst, you will be able to:
  - Generate income as a professional consultant
  - Maximize personal strengths and minimize weaknesses
  - Resolve internal conflicts and power struggles more quickly
  - Enhance teamwork amongst staff in an organization
  - Assess a person's non-verbal communication
  - Identify how and why people make decisions
  - Reveal root communication problems
  - Motivate others toward greater productivity
  - Develop focused and motivated teams
  - Train others in applied behaviour
  - Enhance your relational time professionally and personally
  - Gain greater sensitivity to others around you
  - Help children & teenagers develop a positive self-image
  - Purchase DISC system material at a whole sale price
- Plus you'll learn
  - How others process information and respond to change
  - Dominant fears of each behavioral style
  - Historical origins of personality theory
  - Principles of behavioral interaction
  - Compatibility of behavioral styles
  - How to distinguish between a person's mask and his/her core self
  - How to identify when a person is experiencing stress
  - Relational orientation versus task accomplishment
  - Factors that contribute to the development of the behavioral

## Outline Introduction

Communication: Key to your Success Definition of communication

- Communication impact
- Uses of the DISC profile
- Course learning objectives

### Section 1

Behavioral Styles: Theory and Background

- Hippocrates theory
- Contributing factors to behavioral style
- The Trust Model....adapted from The Johari window
- Behavioral principles/DISC model
- Principles of motivation

### Section 2

Administration of the Personality System Profile

### Section 3

Interpretation of the Personality System Profile

- Personality system overview
- Characteristics of the high 'D'
- Characteristics of the high 'I'
- Characteristics of the high 'S'
- Characteristics of the high 'C'
- Various notes and comparisons
- What the graphs show
- What DISC measures
- 'Look' method of interpretation
- Identifying patterns
- Interpretation samples
- Blends: The 'D' blends, The 'I' blends, The 'S' blends, The 'C' blends
- Interaction table
- Communication enhancement with a team member

### Section 4

Application of the Personality System Profile

- Behavioral tools modification process
- Case Study 1: Married couple
- Case Study 2: Recruitment
- Case Study 3: Conflict Resolution

- Case Study 4: Team building
- Personal growth areas
- Team interaction
- Building an effective team

CERTIFICATION EXAMINATION

## Trainer

### George Quek

George Quek is a contracted trainer with PEO China. He is an accomplished consultant, coach and facilitator who works with senior leaders like CEOs, VPs and GMs and their teams to improve their individual and organizational leadership and management performance. He has trained, coached and consulted for more than 3,000 executives and leaders from over 100 organisations throughout the Asia Pacific in the last 5 years. Prior to that, he had over 15 years of senior leadership experience with Fortune 500 and regional multi-national corporations.

### Experience

George has lived and worked in Singapore, U.S.A., Hong Kong, China, Taiwan, Thailand and Indonesia. As a result, he is proficient in the local languages and conducts coaching, facilitation and training in Mandarin, Cantonese in addition to English. Primarily, George focuses on providing holistic and "boutique" solutions in leadership development, coaching and mentoring to corporate clients in the Asia Pacific region. In addition, he serves as an executive coach to senior leaders and executives.

George is an adjunct faculty with the Center for Creative Leadership, the world's leading leadership development provider, where he is ranked one of their top coaches. He is part of an elite group of coaches, specially selected by McKinsey & Company to work with its staff.

### Background & Qualifications

George has worked across a diverse range of industries. He started his career as a consultant with Andersen Consulting (now known as Accenture) before joining ServiceMaster, a US

Fortune 500 multinational that was on Fortune's Most Admired Companies list and renowned for its service excellence.

He rose through the ranks to become the Country Head for Singapore and later joined a regional logistics services group as its General Manager for Greater China where he lived and spear-headed start-ups. He was subsequently promoted to become the Vice President, Business Unit CEO with responsibility over 800 employees in 6 countries. He was then headhunted to be a Director of Service Quality Centre, the training and consulting arm that is part of the Singapore Airlines Group. In addition to spearheading the local and international business, George was also heavily involved in providing training, coaching and consulting solutions to Service Quality Centre's clients.

George earned both Bachelor and Master in Business Administration from the University of Texas at Austin. He qualifies with a Certificate in Corporate Coaching from Corporate Coach U, USA. George is a Master Trainer for the WorkPlace Big Five ProFile as well as a master certifier for DISC. He is also an accredited MBTI and FIRO-B administrator and practitioner. In addition, he is a certified NLP practitioner and is also certified in Center for Creative Leadership's suite of 360 assessment tools like Benchmarks as well as the Conflict Dynamics Profile.

## About PEO Training

**PEO Training** is the training division of PEO Group. Our continuous research and development as well as consolidated training management allow us to provide with you up-to-date training courses and satisfying service at reasonable price. We treat each in-house training as a special consulting project and continuously improve the quality. Understanding clearly your corporate culture, strategy, development status, employees' capabilities and relevant factors as well as working closely with you before and throughout the training session, we ensure what we deliver is significantly applicable to your business.

<http://www.peo-group.com/>

# REGISTRATION FORM

Yes! Please register me for the training:  
我要参加本次培训:

Level 1: Understanding Your DISC Personality  
Level 2: Become A Certified Behavioral Facilitator

**广州 Guangzhou: 中天凯旋商务中心**

**Level 1** 了解你自己的DISC个性  
2011年4月07日星期四(半天) 2:00pm - 5:30pm

**Level 2** DISC职业行为分析师认证课程  
2011年4月08-09日星期五, 六 (两天) 9:00am - 5:30pm

**上海 Shanghai: 雷格斯商务中心**

**Level 1** 了解你自己的DISC个性  
2011年9月08日星期四(半天) 2:00pm - 5:30pm

**Level 2** DISC职业行为分析师认证课程  
2011年9月09-10日星期五, 六 (两天) 9:00am - 5:30pm

	Fee**(RMB/Person) 费用 (人民币/每位)	Discount* 优惠价	PEO Training Pass 培训年卡客户
Level 1	<input type="checkbox"/> 1000	<input type="checkbox"/> 800	<input type="checkbox"/> Free
Level 1 & 2	<input type="checkbox"/> 5600	<input type="checkbox"/> 5300	<input type="checkbox"/> 消费6次 年卡自动转为次卡
		*for PEO's client	Training Pass Code:
PAYMENT OPTIONS 付款方式		<input type="checkbox"/> I want to pay in HKD. (Level 1: HKD1200/900 Level1&2: HKD6400/6000)	
<input type="checkbox"/> TT/转帐		<input type="checkbox"/> Cash/现金 <input type="checkbox"/> UnionPay/银联卡	

\*\*The fee includes course materials, training certificate, refreshment & lunch. (Lunch not included for Training Pass holder.) 费用包括课程资料、证书、茶歇及午餐。(年卡用户不包含午餐。)

## ACCOUNT INFORMATION

开户银行: 工商银行深圳市深圳湾支行  
账户名称: 深圳普岩会议服务有限公司  
人民币账号: 4000 0277 0920 0242 980  
Official invoice will be issued on site.  
正式发票在签到处领取

### PEO HK Account info.

Bank Name: Hang Seng Bank Limited  
Account Name: PEO (HK) Co., Ltd.  
Account Number: 229213491001(HKD)

## PARTICIPANT'S DETAILS

Company Name  
公司名称

Address  
地址

Tel No.  
电话

Mobile info for SMS Pre-training contact purpose only.  
以下手机信息仅用于课前短信联系。

Participant(1)  Mr.先生  Ms.小姐

Name  
姓名

Mobile  
手机

E-mail  
邮件

Participant(2)  Mr.先生  Ms.小姐

Name  
姓名

Mobile  
手机

E-mail  
邮件

Participant(3)  Mr.先生  Ms.小姐

Name  
姓名

Mobile  
手机

E-mail  
邮件

Participant(4)  Mr.先生  Ms.小姐

Name  
姓名

Mobile  
手机

E-mail  
邮件

Participant(5)  Mr.先生  Ms.小姐

Name  
姓名

Mobile  
手机

E-mail  
邮件

Contact Person 联系人  Mr.先生  Ms.小姐

Name  
姓名

Tel No.  
直线

E-mail  
邮件

Signature:  
签名

Please complete this form and fax to PEO.  
请填写本表后传真给普岩培训

Yan Zhong/钟小姐  
Mainland Fax: (+86) 400-628-5911  
HK Fax: (+852) 3793-3368  
Email: support@peochina.com

Mainland Tel: 400-628-5800  
HK Tel: (+852) 3793-3024

» This Training is by invitation only. Due to limited seats, early registration is encouraged.  
本次活动仅限邀请。因场地所限, 我们希望您尽早回复。  
» Reservations will be confirmed on a first come first served basis upon receipt of the registration form.  
我们将在收到您签名表的传真后为您保留座位。  
» A substitute delegate is welcome at any time without extra charge if you are unable to attend.  
如果您报名后无法参加, 我们随时欢迎您推荐一位参会者代您参加, 并不另外收取费用。  
» Any absence without prior notice may cause your enrollment in next event to be put into waiting list.  
没有任何事先通知的无故缺席将会影响到您的下一次参与。  
» PEO reserves the right to postpone or cancel the event due to unforeseen circumstances.  
普岩会议保留解释与因不可预见情况而修改或取消本次活动的权利。

WEB110221