

# Discovery Application Model



## Discovery Profile

- Foundation
- Sales
- Management
- Personal Effectiveness
- Interview

		Discovery Foundation	Management & Leadership
Personal Development Centre	Uses profile to create Goals to meet management and personal objectives	Sales Professional	Customer Service
Joint Development Centre	Based on prior PDC Helps manage conflict and aids teamwork	Key Account Management	Discovery Change Programme
Leadership Development Centre	SMT and Leadership succession fast-track development	Discovery Sales Management	Discovery Recruitment
Discovery Full Circle 360	Discovery Teamwork	Personal Discovery	Discovery Performance Management

Using a Discovery Insights profile as an organisational, personal and team development tool allows business leaders to make the most of their investment. Through a common language of behaviour and performance you will be able to apply the Discovery model to a wide area of your business.

## The Profile

The foundation module, 21 pages that contain your colour preferences, place on the discovery wheel and the personal development areas you should be investigating. The foundation can be added to at any time and can expand the profile to focus on behaviours in specific circumstances and job roles.

- Sales Chapter – analyses behaviour across the standard selling cycle and highlights performance improvement areas
- Management Chapter – will identify the areas that will help motivate you, ensure the environment is the most favourable and looks at your management style and how to improve it
- Personal achievement – helps to analyse your overarching purpose, help you set goals and then how to organise your life and time so you can achieve them
- Interviewing – the questions to ask when interviewing the subject of the profile.

## **Discovery Foundation**

Gain a deep insight into yourself and your colleagues from understanding your profile and sharing the experience with other colour energy preferences. Uncover the meaning behind people's behaviour and why they do what they do. Learn to adapt and connect with others to create strong and effective relationships through understanding your unique personality and improving your communication. This one day workshop is fun, interactive and will open up a new range of possibilities in your life.

## **Management and Leadership**

Improve leadership effectiveness in a practical way by develop leadership teams that inspire the people around them to deliver above the average performance. With the right managers and leaders you can transform your business with the right style of leadership for any given set of circumstances. The workshop explores management behaviours that help you adapt and motivate your people by understanding them and yourself to create the right culture for your business.

## **Discovery Sales Management**

Using the same framework as the standard Management and Leadership above, the sales management workshop looks at the unique requirements needed to motivate and inspire a team of sales professionals whilst creating an environment that encourages positive relationships and a partnership based sales model.

## **Discovery Key Account Management**

Managing a portfolio of high value strategic accounts take more than just selling skills. The successful KAM must have the ability to create relationships and become the trusted business advisor more concerned with the long term profitability of their customer over hitting this quarter's sales target. With a high reliance on the style and behaviours of the key decision makers, the workshops look at how the KAM can engage with their account as an organisation and make strategic decisions about how and why they are the partner of choice.

## **Discovery Teamwork**

Discovery teamwork's approach enables you to highlight the most pressing and important issues for the team's development. The session builds on a model of high performance through identification and resolution of the gaps, problems and opportunities in order to reduce the risk of any failures and dramatically increase your chances of success. The behavioural colour preference elements of the learning are complemented by highly practical task and challenge elements across a wide range of options and styles.

## **Discovery Customer Service**

Customer communication on the phone and face to face relies on meeting what the customer expects.

So we know what the customer expects we have to ask them questions in the way they would like and give them answers with the same sensitivity. Understanding the customer and using the appropriate behaviour lies at the heart of every customer interaction.

This workshop build from the foundation of meeting customer's needs and develops representatives to be fully conversant with adaption and connections techniques used to build rapport and to handle every situation with confidence and a high level of expertise.

### **Personal Discovery**

Understand how an individual's personal preferences impact others and what can be done to improve it. From a personal perspective you learn things you never knew about yourself, both strengths and areas for development, and create action plans towards personal and professional goals. For people who feel they have reached an impasse or have a situation that needs further thought or feel stuck in some way, this workshop is invaluable. You will understand how your preferred behaviour impacts key relationships, learn how to recognise the preferences others and how you can adapt your behaviour. The result is less stress, more productive relationships, more engaged people and better results.

### **Discovery Change**

To ensure you achieve your vision and business objectives we recommend the implementation uses the Change Management Implementation Model. This ensures the related business improvement takes centre stage and people feel more involved with the process and as a result contribute more fully. Each change process takes every person however affected though a well researched change curve and their resilience and engagement will depend on how the processes are communicated and introduced to their way of working. The workshops help analyse the likely reactions of individuals and teams and helps guide the change agents and leaders through the stages and how to smooth transition and to make the organisation and the change process more effective.

### **Discovery Recruitment**

The process starts with the job description, the person profile and an assessment of the culture of the organisation. These three elements are analysed and the Discovery colour preferences profile is produced with a report that outlines the attributes of the ideal candidate with allowable variances. Once a shortlist for the recruiting post has been selected, each candidate completes a profile and the results compared to the ideal and a recommendation made as to each person's suitability.

To further aid the process a set of questions can be devised that will ensure that the person attending the interview is being authentic and that they are actually who they portray in person and in the profile.

## **Discovery Performance Management**

The introduction of a performance management system can be just a case of implementing a yearly form to complete and a conversation between manager and employee. Or it can be the more fundamental and cultural upgrade to introduce monthly 1-1s where goals are set and measured at regular intervals. Whichever version is introduced the use of personal preferences and behaviour in role will greatly aid performance and help manager and employee understand why some tasks are straight forward to achieve and others are more challenging.

The workshops help everyone understand the wider purpose of the processes and give a common language where performance is easy to measure and feedback is non-invasive and easily turned into action plans and outcome goals.

### **Personal Development Centre (PDC)**

Designed as a tool to create a personal development plan, the session uses the foundation chapter (and optionally the personal effectiveness chapter) to identify, areas for improvement, preferred communication styles, value to the team, strengths and weaknesses. With an understanding of the graphs and the colour preferences the subject can then match their goals and aspirations to a set of action oriented goals to increase their likelihood of success and high performance through a short term action plan. Valuable for turning aspirations into action and to fast-track high performers.

### **Joint Development Centre**

Using the output from individual PDCs, the joint development centre is used to enhance the synergy between two team members, a boss and one of their staff or new previously disparate team members. The session looks at overlaps in behaviour and more importantly areas of potential conflict so that joint projects and relationships work at their most effective. It is particularly effective in resolving conflict situations.

### **Leadership Development Centre**

An expansion of the PDC to include the Management Chapter, the session looks at the management and leadership characteristics of the individual and creates an action plan to improve effectiveness and to raise the performance of the manager and their team.

### **Discovery 360**

Using a profile based comparison across peers, management and staff the process looks at self-perception versus others views to create a gap analysis that can be used as input into a PDC, LDC team build or specific training programme. The result helps individuals identify blind spots, perceptible gaps and ultimately creates an action plan for personal improvement. Alternatively the process can be conducted using a competency assessment framework that identifies the required skills and attributes and compares the assessment of each by the job holder and their 360 circle of selected co-workers.