



## **Behavioural Styles & Discovery Insights**

**Duration: 1 day**

Confident, successful business people use a wide range of skills to influence their thinking, behaviour, and performance of others. They are able to act as an assertive catalyst to compel others to make changes and to unite behind a common purpose. This workshop has been designed to assist delegates to explore and enhance their personal performance so that they can understand what makes them behave the way they do. From that foundation we look at why other people behave and what makes them different and unique and then how to adapt our own behaviour to make the most of every personal interaction.

There is no right or wrong in the way we behave, we are the way we are. What is more important is how and when we draw on different skills and styles to be able to bring out the best in others. There are many ways to influence the behaviour of others and everything is a factor when dealing with people's behaviour. This workshop will take delegates on a journey that will help them discover how to make every personal communication deliver the most effective outcome.

### **Audience**

People who need to gain wider consensus and agreement in order to achieve higher performance and more tangible results when dealing with colleagues and customers. The workshop can be delivered with a general theme and message content and can be tailored to be highly applicable to a given discipline (sales, support, finance etc) and for any specific industry.

### **Objectives**

- ◆ Demonstrate the ability to persuade others to take action or gain commitment
- ◆ Build effective and lasting business relationships
- ◆ Identify key techniques required to become more influential
- ◆ Negotiate effectively to get best results
- ◆ Adapt their style and language to make more of an impact with individuals
- ◆ Understand how to communicate in a way that has positive influence with all behaviour styles

### **Module Outline**

- ◆ Steps to personal effectiveness
- ◆ The power of perception
- ◆ Insights colour energies
- ◆ The psychology of self-understanding
- ◆ Jung's preferences
- ◆ Recognising others' type
- ◆ How the eight Insights types interact
- ◆ Insights Discovery profiles and graphs

### **How behaviour affects us**

- ◆ Who we get on with
- ◆ Who is more difficult
- ◆ Why that happens
- ◆ Analysing your personal contacts

### **Personal Insights**

- ◆ How do you see yourself
- ◆ How others see you
- ◆ Getting the most from your personal profile
- ◆ Who should you expect to get on with
- ◆ Who might be more challenging

### **The Insights Colour Energies**

- ◆ How the energies work together
- ◆ Why some people don't seem to get on with each other
- ◆ How you could adapt your behaviour

### **Using the colour energies every day**

- ◆ How to recognise the different energies
- ◆ Assessing people's behaviour using body language and para linguistics
- ◆ Employing enhanced communication strategies
- ◆ Drawing on all the energies for best performance

### **Using Discovery Insights to create a high performing team**

- ◆ How each energy will respond to different types of stimulus
- ◆ How each energy deals with each other
- ◆ Building relationships
- ◆ Motivating and engaging with all types of people
- ◆ Identifying the needs of people and fulfilling them
- ◆ How people are when they are not on show at work