

Increase **·** team **ENGAGEMENT** with a DISC® workshop



INTACT·TEAMS
Coaching & Leadership Development



The biggest driver of high performance

Team member engagement has been identified as one of the biggest drivers of high performance and has a direct impact on business growth. Being exposed to constant change and new work models, leaders are struggling to keep their team members engaged and motivated.

There is a real danger, especially in distributed teams, for team member engagement to drop because they don't feel included, valued or understood.

I work with dozens of leaders and here is what they are saying:

'My team has changed due to restructures. I can't seem to get everyone aligned and engaged.'

'The team doesn't see each other every day, how can I keep engagement up in a hybrid world?'

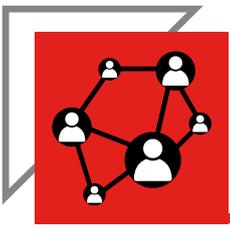
'I have a very diverse team with different personalities. The constant arguments are less than productive.'

'I lead in a fast-moving industry and need to get things done. My team doesn't seem to take to my direct style and speed.'

'We are experiencing a high turnover of staff and it costs us money. We need to help employees to engage with each other to feel empowered and safe.'

“Highly engaged employees make customer experience. Disengaged employees break it.”

■ Timothy R Clark



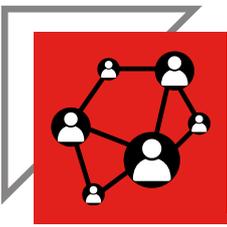
Increase employee engagement and create cohesive teams

When I work with leaders and teams to increase engagement, I find that most people go through the following levels:

	ENGAGEMENT	FOCUS	PERFORMANCE %
5	COHESIVE	ADAPT TO OTHERS	100
4	ENGAGED	CONTROL BEHAVIOUR	50
3	CONNECTED	AWARENESS OF OTHERS	25
.....			
2	DISCONNECTED	SELF AWARENESS	0
1	DESTRUCTIVE	NO AWARENESS	-25

Level 1 - Destructive: People are not aware of why they do what they do, especially when they are under pressure. They have a low level of emotional intelligence and often let stress become the better of them. Because of the lack of awareness of their own behaviour and the impact that has on others, the employee engagement level can be described as destructive. On this level, you often experience toxic work cultures, underperformance, and high staff turnover. The focus here needs to be on individuals to increase self-awareness.

Level 2 - Disconnected: On this level people are aware of their own natural behaviour style. They know some of their strengths and where they can be most productive which helps them with their own work and decision making. The challenge on this level is a lack of awareness of the people they work with and their high preference. You find that groups and teams feel disconnected, a high level of conflict or lack of productive conversations and people working in silos. The focus here needs to shift to increasing awareness of others.



Increase employee engagement and create cohesive teams

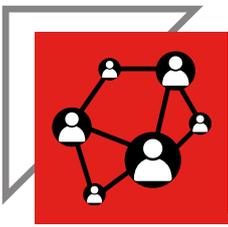
Level 3 - Connected: People on this level are aware why other people do what they do, especially when they are under pressure and how their natural behaviour style relates to their own. Employees are more connected, especially the ones with similar high preferences as there is a mutual understanding on how to best interact with each other. But there is still a level of conflict, unproductive communication and lack of effective relationship building on this level. Simply being aware of other's people behavioural tendencies is not enough, the focus here needs to be on controlling our behaviour so people can engage with us.

Level 4 - Engaged: People on this level are usually at a 'developing emotional intelligence stage'. This enables them to control their own behavioural tendencies which means they are able to identify and manage their thoughts, emotions and behaviours well. Teams and groups of people are more engaged, have higher levels of empathy and like working with each other. Performance typically increases but you are probably only at 50% on this level. The focus here needs to shift to adapting and leaning into the other person's preferred way of doing things associated with their DISC style. We call this 'flexing' and people need a higher level of emotional intelligence.

Level 5 - Cohesive: People on this level are good at displaying helpful behaviours when connecting with others as well as adapting to their social environment. People engage on a high level, teams work cohesively, are great communicators, turn conflict into productive conflict and have strong relationships. People typically have a developed level of emotional intelligence which means they relate and respond appropriately to the needs of other and manage their relationships with them effectively.

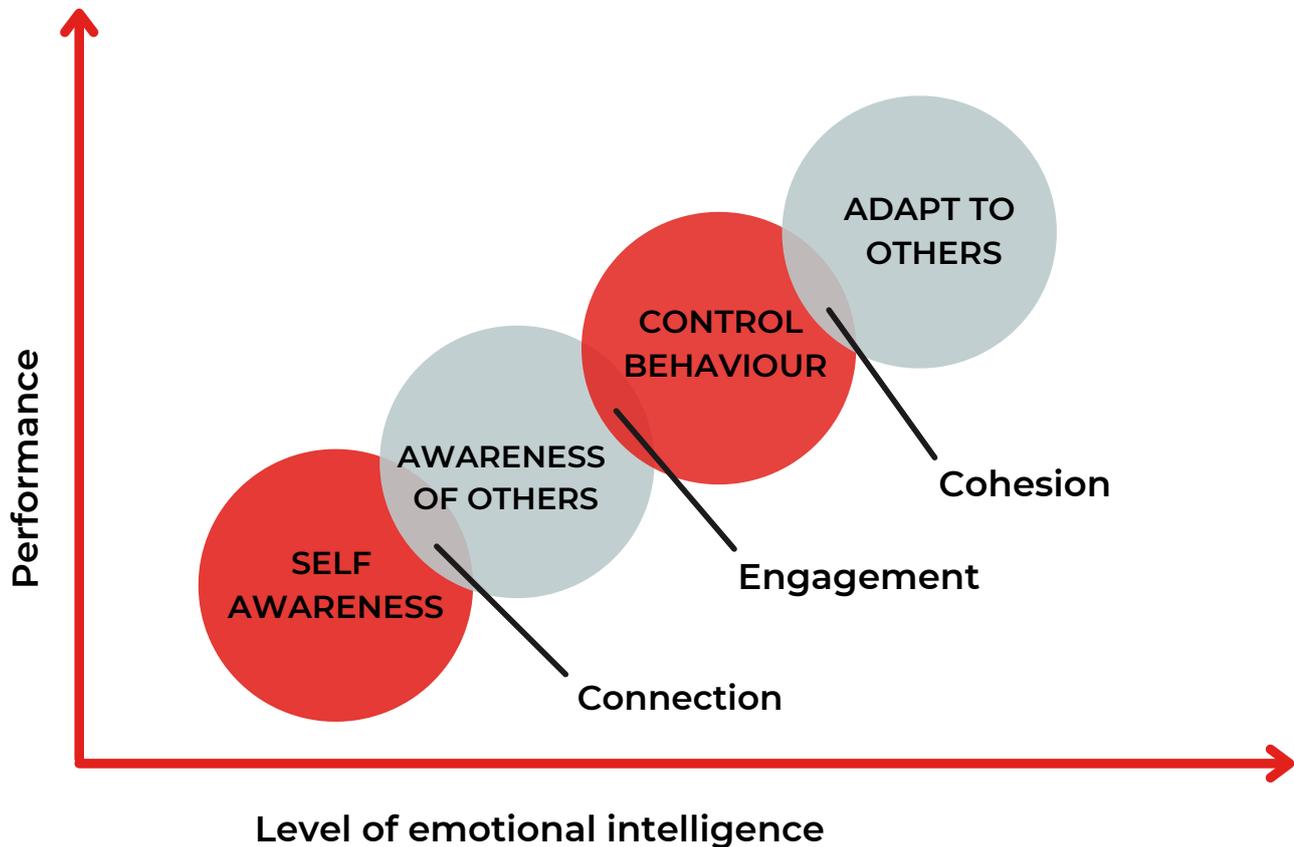
On which level is your team in this model?

No matter where on the journey your team is, the good news is that they can learn to develop emotional intelligence and increase behavioural adaptability in the workplace.



The power of emotional intelligence

Increase performance by developing your levels of emotional intelligence and increased employee engagement

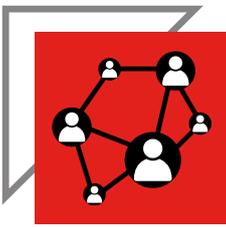


A recent research paper shows that the level of emotional intelligence is an essential factor for determining people's personal and professional success.

Developing emotional intelligence combined with flexing our behaviour and communication style to influence others increases performance, not just for ourselves but for our teams and organisations.

When people are understood, they engage with each other.

When engagement is high, the organisations they work for **thrive**.



Develop emotional intelligence and increase engagement with DISC Flow®

In our workshops we use the popular DISC Flow® Assessment as a foundation tool for participants to gain self-awareness, develop awareness of others, learn to control behaviours and adapt to others with the goal to increase engagement in their teams and organisations. Team members will be able to connect better, engage with one another and create cohesive work environments with high levels of emotional intelligence.

Self-awareness:

The DISC Flow® Assessment tools helps people to understand why they do what they do and how their behaviour impacts others. It is designed to measure and then provide an accurate and memorable description of a person's behaviour style through the identification of their DISC type and level of Emotional Intelligence. Our DISC Workshops always start with identifying, assessing, and controlling emotions so that they work for the individual, not against them.

Awareness of others:

The DISC Flow® report gives participants insights into how they relate to people with different natural high preferences as well as their level of emotional intelligence (EI). Here participants learn how read other people's body language, tone of voice, use of words, pace of communication and decision making and personal priorities. We basically teach them to become 'people detectives'.

Team view: with increased self-awareness and awareness of others, team members connect better through higher levels of emotional intelligence.

Control behaviour:

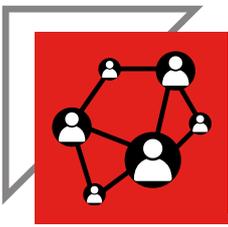
In the DISC Flow® Model, a person's level of Emotional Intelligence is assumed to be the factor that enables how well they control the characteristics associated with their DISC Style. Participants learn the importance of not only perceiving and understanding emotions but also managing them. With the help of the DISC Flow® report and with a view to personal challenges and case studies, participants will self-reflect and plan their own behavioural change journey.

Team view: when people are able to manage their emotions and control their behaviour, team members will be able to engage with one another

Adapt to others:

Here we develop people's skills to understand and respond appropriately to the needs of other people. The DISC Flow® report provides language and support on how to improve conversations and build more effective relationships. Here it's all about behavioural adaptability.

Team view: when people better perceive, understand and manage emotions in themselves and others, they can collectively make intelligence responses and collaborate in a **cohesive** way.



DISC Flow® Workshops – How it works:

The Assessment

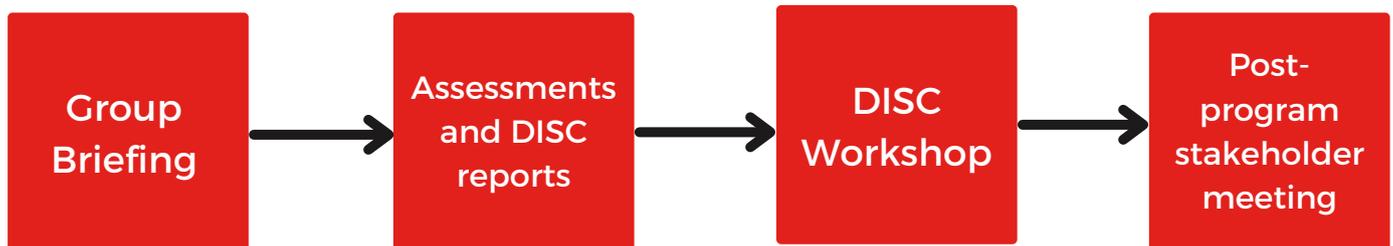
The DISC Flow® assessment is designed to measure and then provide an accurate and memorable description of a person's behavioural style through the identification of their DISC type and level of Emotional Intelligence. DISC Flow® is a highly accurate tool that identifies an individual's preferred behavioural style and communication preferences. It also provides a blueprint to help people understand and appreciate what motivates them.

The Report

All DISC Flow® reports have been designed to be simple to understand and easy to apply. The content helps increase self-understanding, understanding own tendencies and how they relate to others. The report provides straight forward steps to improve relationships and employee engagement.

The Facilitation

The report comes to life in a virtual or in person classroom experience that engages and educates. Easy-to-use facilitation tools, including scripted content, contemporary video, and impactful activities, can be customised to meet the specific and remote needs of your people and your organisation.



‘Knowing yourself is the beginning of all wisdom.’

■ Aristotle



I often get asked 'Why do you do what do? Why coaching and developing people?' The answer is easy: I care! And I am curious. But I am also really passionate about business.'

Born near Cologne in Germany and educated in Business, English and French, I have lived and worked in 6 different countries and have spent most of my last 20 years in New Zealand, Australia, Hong Kong and Japan. No matter which industry I worked in, from hospitality to real estate and education, working with people and helping my teams to kick ass and be the best they can excites me. Helping businesses grow, operationally as well as in business development always has been front and center of what I do.

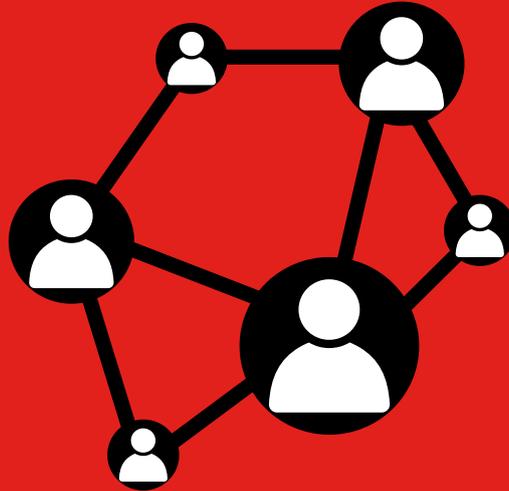
Jessica Schubert ■ **Leadership Coach**

I am obsessed with empowering people to realise their potential and give them the leadership tools they need to create workplace cultures where people are happy AND productive.

I work with leaders in 1:1 coaching sessions, design and facilitate group leadership workshops and share insights in panels and keynotes globally. Industries span from retail, travel, IT and finance to real estate, design and hospitality.

Since the world changed in March 2020, I have transformed my business 'Intact Teams' to be completely digital and focus on helping people to lead remote teams, navigate through complexities in an ambiguous world of constant change and adopt leadership skills for the workplace of the 21st Century.

I have worked with DISC for many years and am Partner for DISC Flow Australia. I am passionate about unlocking the potential in people and I believe DISC Flow is the most effective tool on the market to help individuals and teams to create strong connections and more effective relationships in a quest to increase engagement in the workplace. It truly is an exciting, next generation approach to DISC.



**Are you ready to increase team
engagement with DISC Workshops?
Contact me for a confidential
discussion.**



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