



UNDERSTANDING PERSONAL & TEAM BEHAVIOR AND ROLE STYLES

Personal & Team Profiles: Communication Skill Building

Effective teams demonstrate solid communication skills among team members. This seminar is focused on the communication challenges people constantly face on the job. Participants gain useful insight on their behavior styles and communication patterns and new ways to promote effective teamwork. During a Personal Styles seminar participants can . . .

- Identify individual and team challenges that arise during the communication process.
- Explore Team Craft's CONNECT model which links behavior styles to communication patterns.
- Analyze effective communication strategies for specific work situations.
- Practice the skills during experiential team building activities.

Participants value and enjoy the process of identifying and discussing the personal behavior styles that produce their familiar team dynamics. People come to understand these styles as typical, predictable, and necessary to have in a fully functioning team. The differences ensure the kind of diversity necessary to help the team be productive. At times these styles can cause friction and confusion within the team. We describe how this can happen and useful strategies to take advantage of the strengths and minimize the unpleasantness that can occur, especially in times of stress.

For an in-depth personal and team profile analysis we offer computer-

generated individual and team profiles using the DiSC Personal Profile System. These customized documents provide analysis on a variety of factors that describe leadership styles, specific interpersonal dynamics, and role clarification within the team. Helpful suggestions and worksheets are provided to encourage new and effective behaviors within the team. These profiles cost from \$60 to \$130 per report, relative to the level of detail provided.

To produce the report, participants complete a short survey instrument several days before the scheduled program. A day or so before the program, Team Craft e-mails a PDF file to each participant containing a document of about 25 pages describing their personal results - so that everyone can be prepared with questions and observations about their own style at the outset of the program. (See a sample DiSC profile report available on the Team Craft web site - downloadable PDFs.)

At the program we also provide each participant with a customized booklet that includes colorful graphics that depict specific team communication patterns, short descriptions of each member's profile strengths, a summary overview of the DiSC model, and several descriptions of key concepts important to developing a clear understanding of the underpinnings of effective teamwork. These concepts include:

- the Stages of Team Development; the Teamwork Grid;
- the concept of FLOW and the psychology of optimal experience;
- the CONNECT communication model; and

- a summary of the research from The Wisdom of Teams.

We use all of this information to support a lively discussion and make several productive observations about how the team can identify its own unique path to high performance.

This program can be conducted in from 3 to 6 hours - relative to the level of detail and development the team wants to pursue.

We also provide this program in shorter, less detailed formats.

The standard version of the complete DiSC Personal Profile System includes a reliable and informative survey and description booklet. This version requires from 2 to 4 hours and costs \$30 per person for the survey booklet, in addition to program time.

A short and very general description of styles uses a survey instrument called the Personal Profile Preview. We can do this presentation in from 1 to 2 hours. This costs \$15 per person for the survey booklet and related materials, in addition to program time.

A Personal and Team Profile program is often scheduled along with a fun team building activity like City Sleuths or InterActive Teams.

To learn more about this and other Team Craft programs, contact us . . . on the Web:

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