



Understanding People to Improve Performance

If you want to build better rapport with team members and workplace colleagues, and gain an insight into your own behaviour at work, then this one day workshop is for you!

Helping people to understand each other and improve performance!

OBJECTIVES

Understanding basic principles of how people communicate at work is a key performance improvement strategy. People have preferred systems of communication and interaction and in this interactive workshop we will show you a simple model (DiSC) that helps individuals and teams understand themselves and others better. As part of this workshop you will receive a confidential personal report on your workplace behaviours (through an online survey completed beforehand) and specific tools to assist you to understand others, as well as yourself, to improve your workplace interactions. Participants will also receive a professional DiSC conflict resolution guide.

This workshop is lively and will blend learning with interesting case studies giving you a proven tool to improve your performance.

OVERVIEW

This course is designed for anyone who wants to learn simple yet powerful techniques to:

- Improve performance
- Build workplace rapport
- Understand how you behave in the workplace
- Understand your colleagues' preferred styles of interaction
- Enhance team performance and reduce conflict
- Create a motivating environment

PRESENTER – Kylie Watson

Kylie Watson is an accredited workplace behavioural practitioner and holds multiple postgraduate qualifications in training, management and communications. She has worked as an award winning executive within government, the private sector, small business and not for profit organisations and teaches postgraduate business and communications skills at the Australian National University and University of Canberra. She is passionate about helping



people improve their understanding of each other and work together collaboratively.

TESTIMONIALS

Kylie encourages participants to develop an understanding of themselves and their colleagues, to conquer challenging situations with tact and professionalism and to build self-motivating strategies that can be applied in work and personal settings. Her knowledge of DiSC, her specialties in communication, PR and employee engagement are complemented by her business experience and lecturing at a tertiary level. I have seen her have audiences enthralled.

Emma – WorkLifeBliss.

I learnt so much about people reading from this course and I've enjoyed using it in the workplace to understand the people I work with better.

Bianca – University of Canberra.

Kylie gave me a real insight into how people interact in the workplace and on how I can manage myself to get ahead of the pack.

Dave – Investor Relations Coordinator, Capstone Mining

I've been using what I learnt from your course at work and it's amazing how much more I understand about how people react to things and how I can adapt what I say and do to make life easier for everyone.

Mark – Department of Immigration and Citizenship

Your training on workplace behavioural styles through DiSC really helped our team understand each other better and I love that I can now easily assess potentially difficult conversations or situations and adapt my approaches to achieve better outcomes for everyone.

Margot – Murray Darling Basin Authority



SCHEDULE

9:00am	WELCOME AND ICEBREAKER
9.30am	<p>INTRODUCTION TO DiSC MODEL</p> <p>Introduction to the DiSC system</p> <p>Analyse people's tendencies and behavioural characteristics</p> <p>Use fun case studies to increase your understanding</p>
	<i>Morning Tea (20Minutes)</i>
11.20am	<p>PEOPLE READING & UNDERSTANDING YOURSELF</p> <p>Learn how to assess someone's preferred behavioural tendency within minutes of meeting them through people reading</p> <p>Use your report to increase your understanding of your work style (confidentiality can be maintained)</p>
1:00pm	<i>Lunch (45 minutes)</i>
1:45pm	<p>IMPROVE PERFORMANCE</p> <p>Use this information to develop appropriate strategies for working more productively with people</p> <p>Gain an insight into how to create positive and motivating environments with people</p>
3:30pm	<i>Afternoon Tea (20 Minutes)</i>
3:50pm	<p>REDUCE CONFLICT</p> <p>Work out how to use this knowledge to better understand your relationship with people at work, reduce potential conflict and build rapport</p> <p>Map and workshop how you might help reduce scenarios of conflict and potential issues in the workplace</p>
4:45pm	Reflect on how you can implement what you have learned. / Feedback/Close
5:00pm	Finish



Enrolment Form – Understanding People to Improve Performance

ABN 34073999185

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to bookings@acorntraining.com.au

Venue: Acorn Training Centre: 74 Townshend St Phillip 2606
Course date:
Time: 9.00 a.m. to 4.45 p.m.

Attendee	Email Address	Date of Workshop
1.		
2.		
3.		
4.		
5.		
6.		
Organisation		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Total price \$595 x _____ attendees = \$_____

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.