

PROGRAM OVERVIEW

Frontline Management: Leveraging the Strengths of Your Style

PROGRAM LENGTH:	3½ -4½ hours
PROGRAM DESCRIPTION:	<p>Managers have incredible influence. Their strengths can empower and energize the people who work for them. And, of course, their limitations can trickle down to create frustration, confusion, or even paralysis for those they manage.</p> <p>This program gives managers a safe, fun way to understand the strengths and challenges that they bring to the table. They gain a greater appreciation for the impact that they have on others, and they discover how others may respond to their style. The goal of this program is to learn how to leverage management strengths, enabling both managers and their employees to be more effective.</p> <p>After participants are introduced to the DiSC® Learning Model, it will inform each step of the process.</p> <ul style="list-style-type: none">▪ First, participants will use the model to understand different management styles.▪ Then, they will explore the specific strengths and challenges of their management styles.▪ From there, participants will discover what others see as their strengths and challenges.▪ Finally, they'll create an action plan for leveraging their management strengths.
PROGRAM DETAILS: Length: 5-10 minutes Activity: Introduction Materials: None	WELCOME TO FRONTLINE MANAGEMENT: LEVERAGING THE STRENGTHS OF YOUR STYLE Goals: Participants will: <ul style="list-style-type: none">▪ Discover the goals and plan of the session. Activity Description: Participants are introduced to the trainer, the goals, and the plan of the session.
Length: 40-50 minutes Activity: Small Group & Individual Materials: Flipchart paper, markers	PICTURING THE MANAGER YOU WANT TO BE Goals: Participants will: <ul style="list-style-type: none">▪ Discover that people have different ideas about what makes a good manager.▪ Develop pictures of the managers they want to be. Activity Description: Participants gather in small groups to create composite sketches of their worst managers. They present these descriptions to the large group and discuss similarities and differences. They then go back into their groups to create a description of their ideal managers. They share these and again discuss similarities and differences. Participants read and personalize individualized feedback about their own likely management contributions, then choose three qualities they would like to focus on to become the managers they want to be.

Continued on next page

PROGRAM OVERVIEW

Length: 25-35 minutes
Activity: Large & Small Group
Materials: Flipchart paper, markers

WALKING THROUGH THE DISC® MODEL

Goals:

Participants will:

- Understand their characteristics in a new way.
- Recognize that they have common traits with different groups of people.
- Discover the basics of the DiSC® model.

Activity Description:

Participants listen to different descriptions of behavior, then group themselves according to how closely they believe the descriptions fit them. In this way, they eventually organize themselves by DiSC style. Participants discuss their behavioral preferences within their style groups. They discover how they fit into the DiSC model and why.

Length: 30-35 minutes
Video: 15 minutes
Activity: Individual & Small Group
Materials: None

UNDERSTANDING THE DISC® MANAGEMENT STYLES

Goals:

Participants will:

- Discover their management styles.
- Recognize the characteristics, strengths, and challenges of each DiSC® management style.

Activity Description:

Participants read and personalize feedback about their DiSC management styles. They watch video segments showing the four management styles' strengths and challenges, after which they discuss their own experiences with each management style.

Length: 40-45 minutes
Activity: Individual & Small Group
Materials: None

IDENTIFYING YOUR MANAGEMENT STRENGTHS AND CHALLENGES

Goals:

Participants will:

- Discover the characteristics of their DiSC® management styles.
- Recognize which areas of management represent their strengths and which present challenges.

Activity Description:

Participants read and personalize their individualized feedback in eight key management areas. They identify one area that represents their greatest strength and one area that challenges them most. In same-style groups, they share their strengths and challenges, giving examples and considering how they could adapt a strength to help in each challenge area.

Continued on next page

PROGRAM OVERVIEW

Length: 60-70 minutes

Video: 2 minutes

Activity: Large & Small Group

Materials: Flipchart paper, markers,
colored stickers
(four different colors)

DISCOVERING HOW STRENGTHS CAN BE OVERUSED

Goals:

Participants will:

- Explore the natural strengths of their DiSC® styles.
- Recognize the natural strengths of others.
- Understand how their strengths can become limitations when overused.

Activity Description:

Participants get into DiSC style groups, watch video segments of characters representing each style, and discuss the strengths of each style. They then present their findings to the larger group. Back in their style groups, participants use colored stickers to identify those strengths that they believe each style overuses. The larger group then discusses how these strengths can turn into limitations and how these overuses can affect different styles.

Length: 10-15 minutes

Activity: Individual & Large Group

Materials: None

BECOMING THE MANAGER YOU WANT TO BE

Goals:

Participants will:

- Create action plans to begin leveraging their management strengths.

Activity Description:

Participants consider the qualities they aspire to as managers, and identify any challenges or overuses that might get in their way. They create an action plan for improving in this area. They then consider a strength that they could leverage in becoming the manager they want to be, and develop an action plan for taking advantage of this strength. They share their action plans with partners and offer suggestions.

Length: 5 minutes

Activity: Individual & Large Group

Materials: None

CONCLUSION TO FRONTLINE MANAGEMENT: LEVERAGING THE STRENGTHS OF YOUR STYLE

Goals:

Participants will:

- Review the session goals and key concepts explored in the session.

Activity Description:

Participants review what they learned about:

- The four DiSC® management styles
- Their strengths and challenges in eight key management areas
- How others perceive their strengths and potential overuses