

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 their behavior has 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: 35-45 minutes Activity: Small Group Materials: Flipchart paper, markers	PICTURING THE IDEAL MANAGER Goals: Participants will: <ul style="list-style-type: none">▪ Develop a picture of their ideal managers.▪ Discover that people have different ideas about what makes a good manager. 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 with the large group and again discuss similarities and differences. Finally, they recognize that it may be difficult to be the “ideal” manager in every situation.

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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 the four DiSC® management styles.
- Recognize the characteristics, strengths, and challenges of each management style.
- Understand how the extremes of each style might be perceived by others.

Activity Description:

Participants are introduced to the idea of different management styles. They watch video segments, each describing a style's 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 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 looking at commonalities in their groups.

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PROGRAM OVERVIEW

Length: 60-70 minutes

Video: 2 minutes

Activity: Large & Small

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: 15-20 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.
- Create strategies for leveraging the strengths of their style to become a more effective manager.

Activity Description:

After reviewing the key concepts of the session, participants are asked to consider the characteristics they identified in their best manager, the video characters they identified with, and their own unique strengths. They write a description of the kind of manager they aspire to be, including the impact this change could have on others. They then create an action plan, focusing on two challenges that may be obstacles in living up to the description.