



# DiSC<sup>®</sup> Action Planners

## Turning Insight into Action

If your organization has experienced DiSC<sup>®</sup> through *DiSC Classic* or another of Inscape Publishing's premier learning instruments, extend the power of DiSC with Inscape's DiSC action planners. DiSC action planners are research-based learning instruments that help people take the insights gained from DiSC and apply them to specific business applications. Available online and on paper, DiSC action planners are designed for sales, customer service, management, and telephone professionals. These concise, four- to six-page action planners focus on DiSC behaviours to help people interact effectively with others and develop plans for achieving their goals.



### DiSC<sup>®</sup> Sales Action Planner

Use this action planner to uncover the DiSC behavioural style of a potential client or an existing customer. Insights gained can be used to:

- create successful sales strategies
- increase client receptivity
- tailor sales presentations
- negotiate effectively
- close the sale



### DiSC<sup>®</sup> Customer Service Action Planner

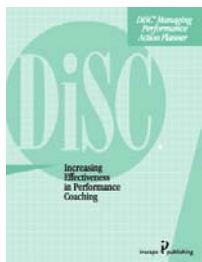
Use this action planner to identify a customer's DiSC behavioural style and develop appropriate responses to better meet their needs. Then, use the information to:

- increase customer satisfaction
- create a successful service plan
- successfully address customer concerns
- gain customer loyalty



### **DiSC® Management Action Planner**

Use this action planner to identify a team member's DiSC® behavioural style and adjust your management approach for more productive interactions. Learn when to most effectively use Directing, Coaching, Supporting, and Delegating approaches.



### **DiSC® Managing Performance Action Planner**

Use this action planner to identify an employee's DiSC behavioural style and gain insight into the employee's goals and fears. Then, based on the employee's willingness and ability, adapt how you manage performance through one of the following approaches: Direct, Supportive, Combination, or Empowering.



### **DiSC® Talk! Action Planner**

Use this action planner to help telephone professionals identify a person's DiSC behavioural style while speaking with them on the phone. Then use the information to communicate more effectively, increase customer satisfaction, gain commitment, and learn the best way to follow up.

## **Related Products**

The *DiSC Talk! Key to DiSC Dimensions of Behaviour* is an easy-to-use reference card that leads telephone professionals quickly through the DiSC process on the phone. Contact your Inscape Publishing Authorized Distributor for details.

## **Inscape Publishing**

The power to transform individuals, teams, organizations. Inscape pioneered the original DiSC learning instrument over three decades ago. Today, we continue to create innovative products and services that inspire, energize, and empower individuals. Available in 21 languages in over 50 countries, our extensively researched, time-tested resources create the opportunity for transformational experiences. We have helped more than 40 million people develop a deeper understanding of themselves and their relationships, discover their potential, and realize greater success.

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