

DiSC® Action Planners

Apply DiSC to Management, Sales & Customer Service.
DiSC® ACTION PLANNERS Formerly Inscape Ireland.

If your organisation has experienced DiSC® through *DiSC Classic* or another of Inscape Publishing's premier learning instruments, extend the power of DiSC with Inscape's DiSC action planners. Available online through EPIC and on paper, DiSC action planners help people take the insights gained from DiSC and apply them to specific business applications.

AVAILABLE ACTION PLANNERS

DiSC 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 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
- 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® Action Planners Applications

- DiSC®
- Communication
- Customer Service
- Sales
- Management Development



indicates report is available on paper



indicates report is available online through the EPIC online profile delivery system

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.

DiSC Talk! Key to DiSC Dimensions of Behavior

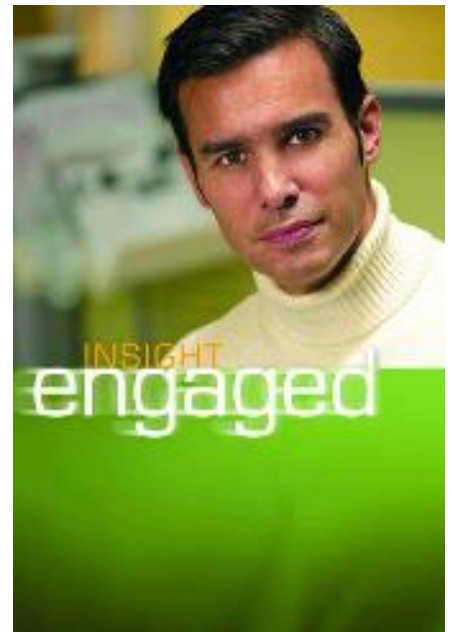
The *DiSC Talk! Key to DiSC Dimensions of Behavior* is an easy-to-use reference card that leads telephone professionals quickly through the DiSC process on the phone.



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The EPIC Edge

indicates report is available online through the EPIC online profile delivery system



ABOUT INSCAPE PUBLISHING

Inscape Publishing, the leading provider of instrument-based learning systems, pioneered the original DiSC learning instrument over three decades ago. Today, we continue to create innovative products and services that engage, inspire, and empower individuals and organizations. Available in 21 languages in more than 50 countries, Inscape's learning resources have helped over 40 million people gain insight into their attitudes, behaviors, and potential in the workplace. DNA is Ireland distributor



Contact Details.

DNA Ireland

Interaction House, South County Business Park,
Leopardstown, Dublin 18.

353-1-523 7514 / 087- 833 7107

info@DiSCovering.ie

www.DiSCovering.ie

