

DISC® ACTION PLANNERS



DISC® Action Planners

- DiSC®
- Change Management
- Coaching
- Communication
- Customer Service
- Sales
- Diversity
- Leadership
- Management Development
- Teams
- Time Management

TURNING INSIGHT INTO ACTION

If your organization 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 on paper and online, DiSC action planners help people take the insights gained from DiSC and apply them to specific business applications.

DiSC® SALES ACTION PLANNER

Use this action planner to uncover the DiSC behavioral 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

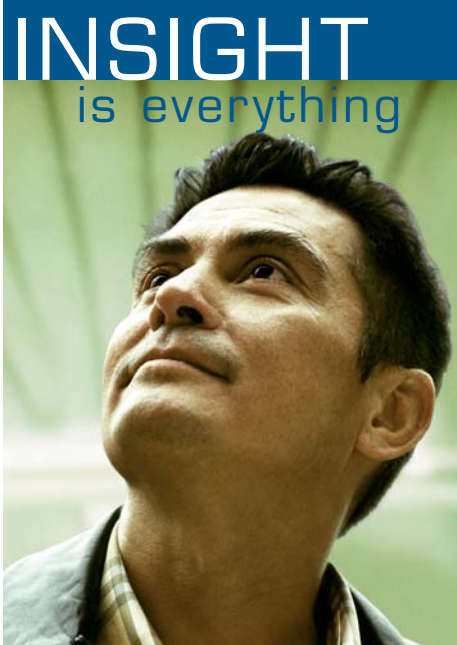
Use this action planner to identify a customer's DiSC behavioral style and develop appropriate responses to better meet their needs. Then, use the information to:

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



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 40 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 full potential, and realize greater success.



DiSC® MANAGEMENT ACTION PLANNER

Use this action planner to identify a team member's DiSC® behavioral 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 behavioral 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 behavioral 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

An easy-to-use reference card that leads telephone professionals quickly through the DiSC process on the phone.



Charles Page
Cool Spring Center, Inc.
486 W. Page Hager Road
Cleveland, NC 27013
866-739-7063
info@coolspring.com
www.coolspring.com