



2 Hour Lesson Plan - Sales DISC Webinar Training

01/15/21

Key	
(Green = Activities)	
(Blue = Short Movie Clips)	
Note: You Customize Slide 21 & 68	

Time	Min.	Slide	Section	Report	Notes (DETAILED SCRIPT IN PPT "NOTE FORMAT")
	5	1	Increase Your Communication Success with DISC?		Write Name with natural hand, then switch. You can stretch!
		2	Before We Dive In ...		You may want to rename Objectives
		3	Training Objectives: The Three P's (ANIMATED)		Agenda
		4	Training Outline		
	10	5	#1 - The Story of DISC		
		6	What is DISC? ... Ride an elevator lately? (ANIMATED)		Ask participants: what they've observed while getting on an elevator
		7	DISC History		Marston - Developed the DISC Model
		8	Definition of DISC Behavior		Refers to one's actions before or towards others
		9	Identifying Behaviors of Styles: Pace? Priority? (ANIMATED)		Emphasizing the 2 questions: Pace? Priority?
		10	Motivator Match Up (ANIMATED)		Substitute your own examples. Use to introduce combo styles. E.g. Tony R (ID)
	30	11	#2 - Natural Graph		
		12, 13	Natural Graph	6	Explanation. Emphasize: Style not Skill, 24/7, Work & Home
		14	What Determines the Natural Graph Results?		Their Selection of "Least" when they took the Assessment
		15 - 18	D, I, S, C Graphs	6	Describe Styles-Orientation; high, below & near Energy Line
		19	Natural Word Sketch	7	Ask attendees... Do the highlighted words sound like them?
CHANGE TO SALES EXAMPLE		20	Identify the DISC Styles (Show 4 Short Movie Clips) (ANIMATED)		Ask attendees... Pace? Priority?
		21	Team Styles	Admin Site	Insert Your Group's Natural DISC Quadrant- See "Team Report" Pg 5
CHANGE TO MOTIVATORS		22	Strengths By Style	11	If participant did Pg 8, Summary Pg they can refer to Pg 8
		23	Communication Tips - How to Communicate with a ...	14	If participant did Pg 8, Summary Pg they can refer to Pg 8
		24	Pair and Share - With a Different Style than Yours	11, 14	Pair up and ask them to have private chats with Partner on Assignment. Or use Break outs.
	5	25	#3 - Adaptive Graph		
		26	Adaptive Graph	15	Emphasize 3 R's; Role, Responsibilities and who you are Relating to
		27	Similar or Different - Better?	15	Both are fine.
		28	Focus on Natural Graph, not Adaptive Graph	15	
		29 - 32	Natural vs Adaptive Graph Comparisons per Style	6	
		33	If needed ... Can you stretch?		Stretching requires practice and commitment.
	70	34	#4 - Applying DISC		
		35	Overview of the Four Basic DISC Styles	17	
		36	Pace? Priority? ... Non-Verbal Tips	18	
		37	DISC Style: "Name that Style Worksheet"	19	
		38 - 41	"Name that Style" (Sara, Mr. Hall, Peter, Susan)	19	
		42	If You Visit a Foreign Country, would you ... (ANIMATED)	18	Share story of your stretching &/or ask group for examples.
		43	Sporting Events - DISC Styles? (ANIMATED)		
		44	Pace? Priority? Where is extra stretching needed? (ANIMATED)	25	Ask: Where are biggest stretches needed and why?
		45	First Ask Pace? Priority? ... Tips for Responding	21,22	Helpful reference list. Like a Translation Book.
		46	DISC Styles: Case Scenarios	23, 24	
CHANGE TO SALES ROLE PLAY		47 - 52	A DISC Story (Roleplay)		Roleplay: Jane is a High I and Carlos is a high C. Debrief.
CHANGE TO SALES EMAIL		53	Email Decoding Activity	26,27	
		54	Email: Communication Tips	26,27	Be sure to include Pace and Priority Questions.
CHANGE TO SALES EMAIL		55 - 58	Email Decoding: Group Activity Worksheets (ANIMATED)	26,27	Ask participants to read & then have them identify Pace & Priority clues. Then have people write in chat box their email response.
REPLACE WITH PROSPECT CLUE WR		59	Insert here: Applying DISC to Increasing Sales \$\$\$ Replace with Prospect's Clue Worksheet delete Action Plan for All Four Styles	29	Participants just select 1 co-worker they know well
		60	Not sure about Client's (delete Coworker's) Style?	29	
		61	Select a Client (remove co-worker) you have met in person (ANIMATED)	29	
		62 - 65	Delete: Action Plan for All Styles	29	
		66 - 67	What if this is your first encounter? (Slide 67 ANIMATED)		Review practical examples
		68	Delete How DISC Supports Your Organization's Values		Prior to Training, customize so DISC supports your Organization's values
		69	Delete Applying DISC to Increasing Sales \$\$\$		Weekly Short Reminders. First D, following weeks I, S, C... (1 Series)
		70 - 73	Is your prospect a ... ?		
		74 - 76	Insert above) Prospect's Clues Worksheet		
		77	Still Have No Clue What Their DISC Style is?		
		78 - 80	DISC Sales Worksheet		
		81	Knowledge Check		
		82	Summary: Selling Do's and Don't's		
		83	Weekly DISC Tips		
		84	What was your Key Insight? (Show 1 Movie Clip)		Patch Adams - Robin Williams is Natural high I style and flexes / stretches into a high C when conversing with his boss who is a high C.
		85	Get Ready for more Communication Success		
		86	Thank You		
		87	Optional Slides to Use		
		88 - 104	Prospects Communication Style (D, I, S, C) - Business Characteristics - Preferred Business Situations - At a Glance		
		105	Business Problems 80% Poor Communications		
		106	Stress Reduction Kit		
		107	Examples of DISC Behaviors		
		108	DISC is not based on skill development		
		109	Energy Line		
		110	Adaptive Styles - Takes a little practice	15	
		111	Email Decoding Activity	26, 27	