

Customer-oriented behavior

Seminar objectives

The participants will

- Get to know the different dimensions of behaviour of the DISC personal development profile
- Understand themselves and others better by a new framework for looking at human behaviour
- Gain self-understanding and will analyze their behaviour in relationship to their customers
- Recognize their behaviour pattern
- Learn to adapt their behaviour more to the types of their customers
- Understand the demands of their customers in a new and better way
- Get further knowledge how to deal with difficult customers

Contents

- DISC® – Personal Development Profile
- Key Characteristics of the four behaviour dimensions
- Strength and weakness of the characters
- DISC service strategies
- Suggestions for interaction with the different client's DISC®- style



Methods

- Lectures
- Group work
- Role-play
- Feedback

Organisation

- Target Groups
 - Service Technician
 - Service Staff
- Period
 - 1 day