

PERSONALITY AND LEARNING STYLES

CTO
EDITION
PART 1



TRAINING USING THE DISC PERSONALITY MODEL

03/25

PERSONALITY AND LEARNING STYLES

DISC is an acronym for the four main behavioral styles outlined in the personality profile, based on a theory proposed in 1928 by psychologist William Moulton Marston.

This behavioral model explores how to work with others based on four personality traits:

Dominance, Influence, Steadiness and Conscientiousness

NOTE: Every personality type has natural strengths and weaknesses.

PERSONALITY AND LEARNING STYLES

The **DISC** model is based on two foundational observations about how people normally behave

- ❖ **Outgoing vs. reserved-** describes each person's "internal motor" or pace.
- ❖ **Task-oriented vs. people-oriented** - describes individuals' external focus that guides them.

Having an understanding of your personality as well as your trainee's personality can greatly enhance the training/learning experience.

PERSONALITY AND LEARNING STYLES

Places emphasis on accomplishing results and “seeing the big picture.” They are confident, sometimes blunt, outspoken, demanding and usually hard on themselves.

The environment

- ❖ Fast paced
- ❖ Task-oriented
- ❖ Challenging
- ❖ Competitive



Communication

- ❖ Direct (get to the point)
- ❖ Avoid generalizations
- ❖ Focused/narrow discussions
- ❖ Give them the bottom line

PERSONALITY AND LEARNING STYLES

You are a “D” and your trainee is not, the trainee is probably thinking

Talk to me, not at me...

- ❖ Use softer tones (remember person 1st and task 2nd)
- ❖ Allow process time (give time to think- be patient)
- ❖ Don't push
- ❖ Try to be relaxed and supportive



PERSONALITY AND LEARNING STYLES

Places emphasis on influencing or persuading others. Tend to be high energy, talkative and sometimes become irritated by routine and formality.

The environment

- ❖ Friendly
- ❖ Spontaneous
- ❖ Personal
- ❖ Fun/creative



Communication

- ❖ Interactive
- ❖ Clear (keep them focused)
- ❖ Positive/Upbeat
- ❖ Don't overload them with details

PERSONALITY AND LEARNING STYLES

You are an “I” and your trainee is not, the trainee is probably thinking

Let's get serious here... !

- ❖ Pay close attention to details (thoroughly explain)
- ❖ Minimize social activities (talk less about social activities)
- ❖ Try to focus on task/result more than rapport and friendships
- ❖ Focus on being less impulsive (have a plan and put your phone away)



PERSONALITY AND LEARNING STYLES

Places emphasis on cooperation, sincerity, loyalty and dependability. They tend to have calm, deliberate dispositions and don't like to be rushed.

The environment

- ❖ Stable
- ❖ Predictable
- ❖ Orderly
- ❖ Consistent



Communication

- ❖ Measured
- ❖ Thoughtful
- ❖ Prefer written communication
- ❖ Clear expectations

PERSONALITY AND LEARNING STYLES

You are an “S” and your trainee is not, the trainee is probably thinking

Hold me accountable...

- ❖ Work on your sense of urgency, your laid back (relaxed) style can create a false sense of security for your trainee
- ❖ Pay close attention to your pace (time constraints)
- ❖ Maintain boundaries with trainees
- ❖ Find a balance between being considerate and being overly modest



PERSONALITY AND LEARNING STYLES

Places emphasis on quality and accuracy, expertise and competency. They enjoy their independence, demand the details and often fear being wrong.

The environment

- ❖ Formal (structured)
- ❖ Organized
- ❖ Independent
- ❖ Planned change (slower paced)



Communication

- ❖ Explain details
- ❖ Logical/Factual
- ❖ Support statements
- ❖ Be specific

PERSONALITY AND LEARNING STYLES

You are a “C” and your trainee is not, the trainee is probably thinking

Cut me some slack, I did it...

- ❖ Allow time and space for errors
- ❖ Be flexible with “process” and “order”
- ❖ Don’t be afraid of criticism
- ❖ Don’t over analyze



Calculating
Competent
Cautious
Contemplative

Needs:

Values
Confirmation
excellence

Direct
Decisive
Determined

Needs:

respect
Choices
control

Stable
Steady
Sweet

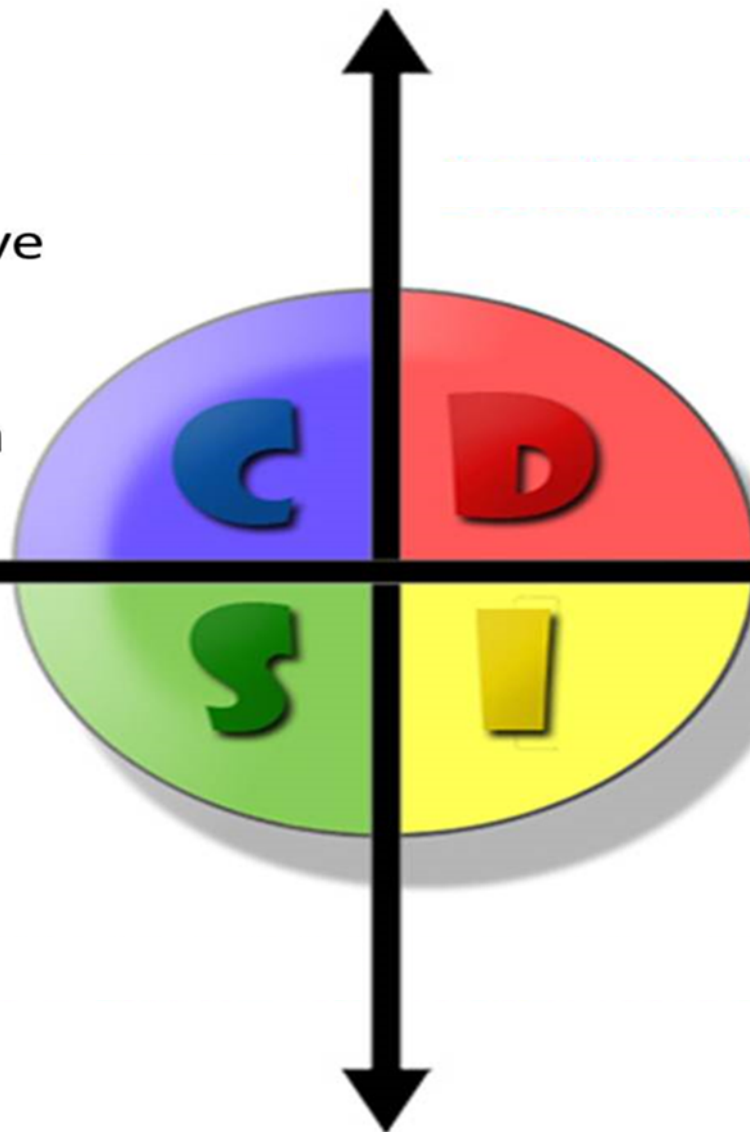
Needs:

Security
Approval
appreciation

Influencing
Interactive
Imaginative
Involved

Needs:

Affirmation
Popularity
recognition



PERSONALITY AND LEARNING STYLES

**YOU
SHOULD
KNOW**

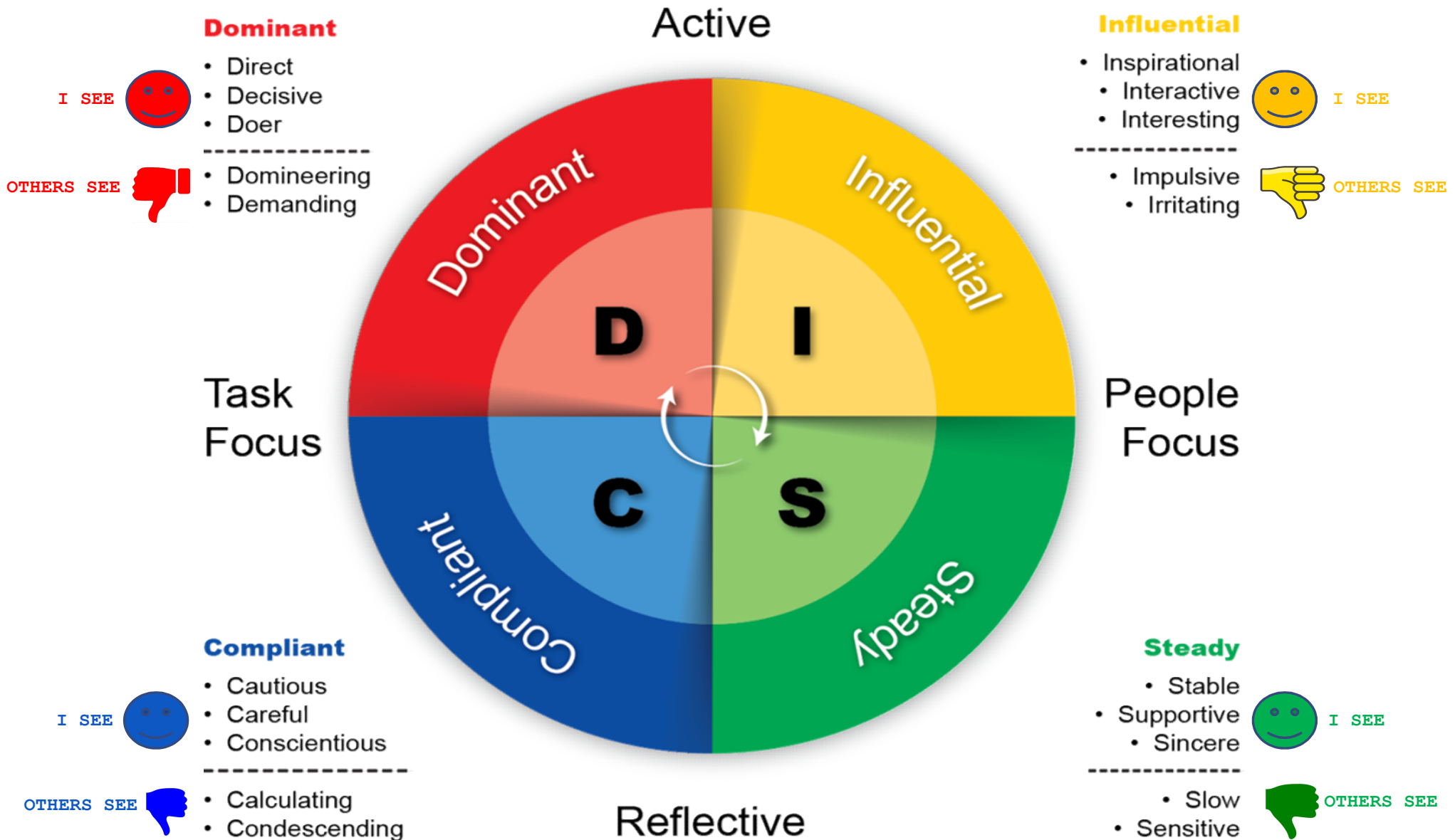
Never use the phrase “You should know this by now”

When training aligns with a person’s personality and learning style, they are more likely to stay engaged, understand and retain the material.

Approach each training session with a **customized** plan.



FL APCO TRAINING COMMITTEE





THANK YOU



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