



Emotional Intelligence with DISC for Healthcare Teams

Program Description

Enhancing Emotional Intelligence (EQ) results in strengthened teamwork, reduced stress, improved patient relationships and a more resilient, high-performing practice. By understanding communication styles, regulating emotions under pressure, and fostering trust, dental professionals can create a culture that thrives on collaboration, clarity, and compassion.

EQ

- The 5 Elements of Emotional Intelligence and how they apply in a practice

DISC

- The four primary communication behavior styles
- What each style scale measures
- The observable behaviors that distinguish each style
- DISC-type assessment for all participants

EQ for Teamwork

- Team composition overview (styles map)
- Style strengths of team
- Style gaps or imbalances
- Communication dynamics
- Stressors and conflict resolution
- Recommendations for balance and growth

EQ for Patients

- The value of EQ in emotionally charged patient situations
- How to impact the three types of client experiences
- What to say in emotionally charged situations
- Techniques for enhancing emotional intelligence

EQ for Leaders

- Benefits of team EQ
- Leader Team EQ Self-Assessment
- Techniques for enhancing leader self-awareness and self-regulation
- Using DISC profiles to assign roles and tasks
- How to build trust through DISC awareness
- How to coach to DISC styles.
- How to brow an emotionally intelligent team culture

Program Author



*Former VP of Instructional Design at **CareCredit***

*Matt Hawk is a **Yale** PhD, Certified DISC and Emotional Intelligence Professional, and a published author with 20 years of experience coaching healthcare professionals and sales leaders. Health Pro EQ provides EQ training for dental, veterinary, and health systems teams.*

AGD PACE and ADA CERP Accreditation pending.



Emotional Intelligence with DISC for Healthcare Teams

Complimentary Pilot Program Description

This interactive course introduces healthcare professionals to Emotional Intelligence (EQ) and the DISC behavioral model. Participants will learn how DISC styles shape communication, decision-making, and teamwork, and how EQ enhances empathy, resilience, and client relationships. Through polls, quizzes, and guided discussion, attendees will explore how self-awareness and social awareness drive better collaboration, improve patient care, and strengthen morale.

Agenda

- Poll and discussion: identifying personality preferences
- DISC Assessment and overview of four behavioral styles
- How styles approach problems, people, pace, and rules
- Interactive quiz: recognizing DISC in action
- Emotional Intelligence: five key elements and benefits in practice
- Applying DISC data to enhance EQ in teams
- Strategies to improve communication, morale, and compliance
- Wrap-up and action planning: “How do you choose to show up?”

Learning Objectives

- Identify the four DISC styles and their impact on communication and teamwork.
- Explain the five elements of Emotional Intelligence and their relevance in veterinary care.
- Apply EQ and DISC insights to improve collaboration, client relationships, and treatment compliance.

What's Included

- DISC Style Assessment for every team member
- Customized playbooks for optimizing teamwork and conflict resolution
- Live team training (1 hour)

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4/5 (Leaders) Hour Paid Program

EQ

DISC

EQ for
Teamwork

EQ for
Patients

EQ for
Leaders

- DISC Style Assessment for every team member
- Customized playbooks for optimizing teamwork and conflict resolution
- Live team (4 hours) and leader training (5 hours) with flexible delivery options
- Sustainability support calls and on-demand coaching (5 hours over 12 months)
- Perpetual access to online resources (videos, job aids, assessments) for reference and new hire onboarding
- Meetings-in-a-box tools for leaders and team members
- Ability to add new hires who receive a DISC assessment and team DISC map orientation
- \$299 per Leaders, \$249 per Team Members
- Flexible Four-Payment option and One-Time Payment option

Complimentary Mini-Program

EQ & DISC

EQ for
Leaders

- DISC Style Assessment for every team member
- Customized playbooks for optimizing teamwork and conflict resolution
- Live team training (1 hour)
- Live leader training (1 hour)



Emotional Intelligence with DISC for Healthcare Teams

Agenda

Learning Objectives

1. EQ

- The 5 Elements of Emotional Intelligence and how they apply in a practice.
 - Self-Awareness.
 - Self-Regulation.
 - Social Awareness.
 - Social Regulation.
 - Motivation.
- Articulate the Five Elements of Emotional Intelligence and benefits of enhancing team EQ.
 - Hold a team discussion to identify situations that call for EQ.
 - Build new emotional habits by completing the Application Activities provided.

2. DISC

- The four primary communication behavior styles.
 - What each style scale measures .
 - The observable behaviors that distinguish each style.
 - DISC-type assessment for all participants.
 - Style Strengths.
 - Style Stressors.
 - Recognizing other styles.
- Communicate effectively with teammates through enhanced self-awareness and self-regulation.
 - Recognize and manage stress triggers in self and others.
 - Handle difficult conversations by adapting communication style.
 - Reduce workplace conflict by preventing and de-escalating.
 - Assign tasks that match styles.

3. EQ for Teamwork

- Team composition overview (styles map).
 - Style strengths of team.
 - Style gaps or imbalances
 - Communication dynamics between individuals and groups.
 - Stressors.
 - Conflict prevention.
 - Conflict resolution.
 - Recommendations for balance and growth.
- Recognize the signs and team impact of low team EQ v. high EQ.
 - Review the map of DISC styles on the team.
 - Use team member styles to discuss roles and tasks, reduce conflict, and enhance collaboration.
 - Integrate DISC with EQ to empower all team members.



Emotional Intelligence with DISC for Healthcare Teams

Agenda

Learning Objectives

4. EQ for Patients

- The value of EQ in emotionally charged patient situations.
 - How to impact the three types of client experiences.
 - What to say in emotionally charged situations.
 - Techniques for enhancing emotional intelligence.
- Recognize the signs and impact of EQ on patient experience.
 - Use a repeatable verbal process for communicating with patients in difficult situations.
 - Verbalize patient communication examples.
 - Apply daily best practices to enhance emotional intelligence in the practice.

5. EQ for Leaders

- Benefits of team EQ.
 - Leader Team EQ Self-Assessment.
 - Techniques for enhancing leader self-awareness and self-regulation.
 - Using DISC profiles to assign roles and tasks.
 - How to build trust through DISC awareness.
 - How to coach to DISC styles.
 - How to brow an emotionally intelligent team culture.
- Understand one's areas of opportunity as a leader and adjust.
 - Identify stress triggers for team members.
 - Assign roles and tasks based on personal strengths and motivation.
 - Personalize communication for individuals based on their style.
 - Optimize group communication by flexing your style.
 - Identify development priorities by completing the Team EQ Leader Self-Assessment.

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