

Engaging Activities: A Facilitator Guide

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Icon Key:





	<h2>How Do You Show Up?</h2>
	<p>DISC</p>
	<p>Name badges or table tents</p>
	<p>25-30 Minutes</p>
	<p>2 - 15 People (based on the available space)</p>
	<p>Perception Activity Start to recognize how you are viewed by others professionally (adapted style). Share how you show up in your personal life (natural style) and if there is a difference.</p>
	<p><i>Has anyone ever felt like they are a different person at home than at work? Have you ever been surprised by someone taking something you've said or done the wrong way? Can anyone give me an example of when they had to adapt their behavior? Let's do a quick experiment to see what an adaptation example might look like.</i></p>
	<p>Facilitator Instructions to Group:</p> <ol style="list-style-type: none"> 1. Line up based on your Natural D score from right to left across the room. Highest to the right, lowest to the left. 2. Take one step forward if you adapt your D up 10 points and one step backwards if you adapt your D down 10 points (do not move it if you adapt less than 10 points). 3. Take two steps forward if you adapt your D up 20 points and two steps backward if you adapt your D down 20 points. 4. Take three steps forward if you adapt your D up 30 points and three steps backward if you adapt your D down 30 points 5. Discussion: <ol style="list-style-type: none"> a. <i>Why are you adapting and is it serving you?</i> b. <i>Are you adapting to survive or succeed?</i> c. <i>Are you seen differently professionally than personally?</i> d. <i>Are there certain tasks you should be doing or delegating to match your natural behavioral style?</i>
	<p>This activity is easy to flex for behavioral styles. You can use D.I.S.C but for the style you pick, make sure to explain what it is measuring and how it would show up.</p>



	<p>Consider how you are perceived based on your natural and adapted behavior:</p> <ul style="list-style-type: none"> • Next time you find yourself at home or at work and you are adapting your behavior is it for the right reasons? • Do you need to be flexible or authentic?
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	<h3>Behavioral Decision Making</h3>
	<p>DISC</p>
	<p>Scenario for each behavioral style, 4 chairs</p>
	<p>30 Minutes</p>
	<p>4 People (DISC) and group participation</p>
	<p>Decision Making Activity Recognize how uncomfortable it can be to solve a problem, or make a decision out of your natural behavior style. Consider if you are imposing your behavioral style preference on other styles when looking to solve problems or complete a task.</p>
	<p><i>Have you ever been asked to do something outside of your comfort zone; whether it be the task itself or the environment you need to complete the task within? Think of those electrical linemen who can complete detailed work a hundred feet or more in the air! In that respect, I need some volunteers, I'm looking for a primary High D, I, S, C... to come up to the front.</i></p>
	<ol style="list-style-type: none"> 1. D- You need to rely on other members of the team to make a decision and wait to respond until everyone comes to a consensus. (People/slow pace) 2. I-You need to work independently without any social support. You do not have an opportunity to discuss ideas with anyone and you need to make a decision that is not popular. (Task/slow paced) 3. S-You need to come up with a quick decision to solve a



	<p>problem that could threaten the security of others on your team and you will not be able to follow up and change your direction. (task/fast paced)</p> <ol style="list-style-type: none">4. C-You have to decide if an employee should be let go and it must be done by the end of the day. You have been given very few details but an emotional story, and faige account. This decision will impact a person's employment. (people/fast paced)5. Discussion: After each decision making scenario, ask each behavioral style how that made them feel.6. Ask the audience what they observed during the exercise.
	<ul style="list-style-type: none">● For this activity you can select your DISC participants ahead of time, or pick volunteers from your training.● You can change out scenarios as long as you address fast and slow paced and task/people.
	<p><i>If you find yourself annoyed, uncomfortable or disengaged consider how others feel when you ask them to solve a problem outside of their preferred behavioral preference. Next time you find yourself delegating a task or project, give it to the correct behavioral style.</i></p>



	<h2>Deeper than DISC</h2>
	<p>Driving Forces</p>
	<p>PPT or Keynote slide with two identical DISC graphs and then two sets of Primary Drivers.</p>
	<p>25 minutes</p>
	<p>Large Group</p>
	<p>Employee Development Activity Start to recognize that two people with the same behavioral style are not always behaviorally identical. Different driving forces impact how behaviors are carried out.</p>
	<p><i>Have you ever disagreed with someone about a process, task or objective and could not figure out why because your communication style was so similar? Have you ever given a DISC workshop only to learn that team members with the same behavioral style are still having conflict? Have you ever given a task or project to the correct behavioral style but one person was excelling and the other was not?</i></p>
	<ol style="list-style-type: none"> 1. Open the PPT to show the two almost identical graphs and provide the scenario: <i>Employee 1 and Employee 2 have almost identical behavioral styles. Their boss has put them to work on a task that is designed to increase profit margins and has been very confused. Employee 1 has submitted amazing work and exceeded expectations, while employee 2 has provided subpar work at best. What is a possible explanation for this difference?</i> 2. Ask for potential explanations for the different from the group. 3. After the discussion, click the PPT to show the two very different Primary 12 Driving Forces Clusters. 4. Discuss: <ul style="list-style-type: none"> ● New potential explanation for the difference in productivity. ● If you were their boss, how would you tailor the message to the person not performing to help them be



	more productive and engaged?
	You can alter the scenario for the industry you are working with.
	<i>Are people in the right position? Are you dealing with the right people and attracting the right clients? Driving Forces can help resolve deeper rooted workplace conflict and improve communication that DISC alone cannot uncover. It is important to layer the sciences and know how to talk to your audience to the result you are looking for.</i>

	Motivated Buy In
	Driving Forces
	Driving Forces cards separated into envelopes
	25 minutes
	Groups of 3 - 5, Large Group
	Communication and Persuasion Activity Start to recognize how to sell to others, or move a person into action. We are always selling ourselves, whether it is our reputation, ideas, or skills.
	<i>Have you ever had a hard time persuading someone, or gaining their buy in? Would you like to know how to sell someone on a proposal, initiative, service or product? It is all in how you deliver the message and knowing what your audience is motivated by.</i>
	<ol style="list-style-type: none"> 1. Break the class into groups for 3-5. 2. Give them 4 cards from a DF deck of a different color. They cannot be from the same keyword, such as Knowledge (Instinctive and Intellectual).



	<ol style="list-style-type: none">3. Advised each group that they are going to pitch a proposal to this person.4. Ask them how would they motivate this person to buy based on this person's 4 drivers?5. Give each group 10 minutes to brainstorm, 1-2 minute to pitch to you and 5 minutes to wrap up.6. Give feedback if any driving forces concepts were misunderstood.
	<ul style="list-style-type: none">● This exercise works within any industry.● You can have as many groups of 3-5 as you would like.● Pick the Driving Forces cards ahead of time and put them in an Envelope, so it is easy to pass out to each group.● Label the envelope with the keyword and inside include both drivers from the Driving Forces card deck.
	<p><i>Do you know have a better understanding of the driving forces? Do you feel more comfortable around using the language in real life application? Do you feel like you know have a language to use to help motivate others into action? How can you use what you have learned to shape outcomes in your personal and professional dealings? Can you think of a person you would like to try this with?</i></p> <p><i>Remember what a person is motivated by is hidden and personal, so either as a lot of open ended questions or have them take the assessments.</i></p>



	<p>Guess Who?</p>
	<p>Talent Insights</p>
	<p>DISC and Driving Forces Handout, Worksheet (Attached)</p>
	<p>20 minutes</p>
	<p>2 - Large Group</p>
	<p>Leadership Development Activity This is a fun activity designed to help others recognize behavior and motivation and cement the concepts of the Talent Insights tool. It is also used for employee development.</p>
	<p><i>Think of someone you work with who completes task that you would never want to be responsible for. What do you think is keeping them going? What is their behavior saying?</i></p>
	<ol style="list-style-type: none"> 1. Pass out the worksheet 2. Give participants 5-10 minutes to fill in the blanks. 3. Go through the worksheet one by one and answer questions and correct misunderstandings. 4. If participants are on a team, ask them if it represents a member, or if they can relate the description back to a family member or friend.
	<ul style="list-style-type: none"> ● Have this information on a powerpoint or keynote slide and discuss it as a group one by one. ● Customize the worksheet based on company. ● This exercise would work in any industry. ● If this group has not been training on DISC and Drivers, or it has been awhile, do a quick lesson to set them up for success.
	<p><i>After recognizing a boss, employee, colleague, family member or friend, do you understand them better? How can you use what you have learned when interacting with others? Think through what projects and tasks you would assign each of these people in order for them to be more productive and engaged.</i></p>



	Do You See What I See?
	Talent Insights
	Slides with polarizing images, paper or worksheet (attached)
	20 - 30 Minutes
	2 - Large Group
	Exposing Bias Activity Start to recognize the biases that each of us brings to the workplace. Share how different backgrounds can bring fresh perspectives to a project or discussion.
	<i>It might sound strange, but we all see things different. We tend to focus on different aspects of a visual image. Where I might see the sunny sky in the background, you may focus in on the emotion of the person's face who is enjoying the sun. Let's test out this differing perspective theory.</i>
	<ol style="list-style-type: none"> 1. Pass out the worksheet or request they take out a pen and paper. 2. Display the first image and provide a few seconds for the group to record their individual answers. 3. Move on to the next image until you have gone through all images. 4. Once all answers have been recorded, ask for volunteers to share some of their answers with the group and discuss. <p>Images:</p> <ul style="list-style-type: none"> ● Person with a trophy ● Magic genie lamp ● Flowers ● Graduation and books ● Breaking chains
	This activity is easy to flex for time. You can share as few or as many images as you have to fit for time.



	<p><i>Why did we have some many different answers for the same image? Where does that come from? Our unique combination of Behaviors and Drivers ingrain certain biases. These biases affect our perspectives both positively and negatively. The better we are at identifying them the better we can keep ourselves in check when dealing with others.</i></p>
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	<p>Game Changer</p>
	<p>Talent Insights</p>
	<p>DISC and 12 Driving Forces Cards</p>
	<p>20 - 25 minutes</p>
	<p>2 - Large Group</p>
	<p>Conflict Resolution Activity Start to recognize that if you adapt your communication you can change the outcome.</p>
	<p><i>Have you ever not seen eye to eye with someone no matter how hard you tried? Is there a person that you always have conflict with in your personally or professional incouners? Would you like to know how to speak to them so you can get the result you are looking for?</i></p>
	<ol style="list-style-type: none"> 1. First Step: Think of a person or problem that frustrates you <ul style="list-style-type: none"> ● What is the problem? ● Who is the person? 2. Second Step: Try to identify their behaviors and drives <ul style="list-style-type: none"> ● How are they different than you? 3. Third Step: Where are the conflicts coming from? 4. Fourth Step: How will you change your communication for a different outcome?



	<p>If you do not have DISC and 12 Driving Forces Cards, you can put the information on a sheet of paper, or in your presentation.</p>
	<p><i>Now that you know how to adapt your communication is there someone you would like to change the outcome with?</i></p>

	<p>Yellow Card, Red Card</p>
	<p>EQ</p>
	<p>Yellow and Red index cards and pens</p>
	<p>40 minutes</p>
	<p>2 - Large Group</p>
	<p>Self Awareness Activity Personal reminders.</p>
	<p><i>Can you think of a time when have felt yourself going over the edge emotionally and couldn't pull yourself back. Wouldn't it be great to have a little pause or reset button at those times. We can actually make those for ourselves.</i></p>
	<p>1. Display the questions for both the yellow and red cards by presentation or handout. Yellow Card Questions:</p> <ul style="list-style-type: none"> ● When/where was the best client experience you have ever had? ● When/where was the most recent compliment you received from a client? ● When/where was the last client experience where you turned a negative situation into a positive outcome? ● When/where was the best vacation you recently had?



	<ul style="list-style-type: none"> • When/where was the best compliment you received from your coworkers/team? <p>Red Card Questions:</p> <ul style="list-style-type: none"> • What are the first names of the most important people in your life? • What are the names of your best friends - the ones that will be your friends for life? • When/where was the place you have been happiest in your life? • Who is the person, dead or alive, that you aspire to be like and why? • What are you most proud of in your life-an accomplishment not given to you, so no one can ever take it away from you? • What are 3 things are most thankful for right now? <ol style="list-style-type: none"> 2. Have the participants fill out, on corresponding red and yellow index cards, their answers to these questions. 3. Instruct them to keep the index cards in their wallets and pull them out when they start feeling elevated emotions, the red for when they are really emotionally hijacked.
	<p>The cards should be small enough to fit in their wallet.</p>
	<p><i>Now when your emotions are escalating you have a tool to get you back to a clear emotional state quicker. Think of a person or a situation where the yellow or red card could be helpful and change the outcome.</i></p>

	<p>Emotional Awareness</p>
	<p>EQ</p>
	<p>Worksheet (Attached)</p>
	<p>45 minutes</p>



	Up to 7 Groups and 3 - 6 per Group
	Leadership Development Activity Leads to a deeper understanding of how different intensities of emotions can affect the working environment.
	<i>Are you able to identify your emotions? Can you tell the difference between anger and frustration? How would you describe the emotion, joy? Do you think someone else would describe it the same way?</i>
	<ol style="list-style-type: none"> 1. Display the 7 emotions (Joy, Surprise, Sadness, Fear, Contempt, Anger and Disgust) and their definitions, either in a presentation or handout 2. Assign each group one of the seven emotions. 3. They must name that emotion at a mild, moderate and extreme level. Example: mild-irritation, moderate-angry and extreme-rage. 4. Then they need to describe what those emotions may look like for them and in others, and where/how you may know you are feeling that in yourself. Signs that take place physically, mentally and emotionally. 5. Leave time for class discussion around what other groups said and if there were any light bulb moments or take aways.
	<ul style="list-style-type: none"> • This can work in any industry. • It can work in small and large groups. • Make sure to clarify that there are other emotions but you are only focusing on 7.
	<i>Now that you understand the 7 basic emotions, how can you apply what you have learned personally and professionally? Use this exercise and experience to explore self and social awareness in your interactions.</i>

	Do You Feel What I Feel?
	EQ
	Images in your presentation or handout



	10 - 15 minutes
	2 - Large Group
	<p>Social Awareness Activity</p> <p>The faster you can identify different emotions, the faster you can adapt/avoid uncomfortable situations.</p>
	<p><i>Have you ever been surprised by someone's reaction in a meeting or to an idea or project? Have you seen a person go from 0-100 quickly and did not understand why? Have you been surprised when someone else is not as bothered as you by the same experience or image?</i></p>
	<ol style="list-style-type: none"> 1. Show each picture for 10 seconds (presentation or handout) Image examples: wedding, smiling baby, man hanging from a ledge, tropical beach setting, sick person, animal at the vet, military sniper 2. Have each person take their emotional temperature and write down how they feel after viewing each picture. 3. Then go back after all pictures have been shown and have a dialogue on how a few of the pictures made them feel. 4. Point out how different each response can be to the same picture.
	<ul style="list-style-type: none"> ● The wedding picture is a good one to focus on since it can get different reactions. ● If you are short on time you can show less pictures but leave time for discussion.
	<p><i>Now that you are aware that people experience different emotions from the same picture, how can this increase your sensitivity?</i></p>



TTI SUCCESS INSIGHTS®





Do You See What I See?

A



B



C



D



E





Guess Who?

DISC

Person #1:

This person is loyal to friends, family and their company. They are a team player and friendly. This person does not like surprises, or unwarranted change. They can be hard to read since they are non-direct communicators. They are patient, relaxed, and consistent.

What behavioral style is this and do you know this person?

Person #2:

This person has many acquaintances. They are social and make friends easily. They are optimistic and like to get things done through people. They can be easily distracted and have to practice active listening. They are trusting and comfortable talking to all types of people.

What behavioral style is this and do you know this person?

Person #3:

This person is highly competitive and loves to win! They are driven by results and love challenging assignments. They can be strong willed and often feel others are moving too slow. They don't mind conflict as long as they attain the desired outcome and they are pioneering and determined.

What behavioral style is this and do you know this person?

Person #4:

This person is very accurate and likes to ensure that projects are done correctly. They can appear critical at times and they do not like when someone goes against policy or the rules. They are risk averse. They are great at finding and preventing mistakes.

What behavioral style is this and do you know this person?

12 Driving Forces

Person #1:

This person is very knowledgeable about topics that relate to their interests. They are willing to learn information that they can currently apply. At times they might not gather as much information as needed for a task or project, since they are so good at learning as they go. They are great at starting a project without having all the information.

What is this person driven by and do you know this person?

Person #2:

This person loves to expand their knowledge on a variety of topics. They would consider themselves a lifelong learner. At times the information they acquire does not have a



practical purpose. It can be uncomfortable for them to start a project before having all of the information. They are strong content expert regarding many topics.

What is this person driven by and do you know this person?

Person #3:

This person loves to complete tasks and check them off their list. They prefer to be judged by the quality of their work and not the ROI. They are not as conscious of using resources since they are more concerned with being thorough, than efficient. They are not interested in recognition or financial gain but task completion.

What is this person driven by and do you know this person?

Person #4:

This person loves to maximize their resources and they dislike waste. They are efficient and know how to stay on budget and use resources wisely. They will not invest in a project or task if they do not see the ROI. They can be frustrated when projects change and time and money is lost. They are good at focusing on the bottom line.

What is this person driven by and do you know this person?

Person #5:

This person functions well in chaotic environments. They solve problems in pieces and can remove emotions from business decisions. They are not as impacted by their surrounding and at times dismiss how the experience impacts others. They are good at looking at how things function and not just how they look or feel.

What is this person driven by and do you know this person?

Person #6:

This person loves to create a harmonious environment. Their strength is in creating unity and tranquility in their surroundings. They can get stressed if there is an imbalance in any area of their life and it may affect other aspects. They are good at seeing the holistic view and they enjoy pleasant experiences both personally and professionally.

What is this person driven by and do you know this person?

Person #7

This person will go out of their way to help but there has to be a reason. They are willing to help people who are willing to help themselves. Since they are able to remove emotions from business decisions, this can make them appear aloof. They are very good at win/win scenarios and can be caring to those who are part of their tribe or inner circle. They would donate to a charity but only one that is close to their heart.



What is this person driven by and do you know this person?

Person #8

This person loves helping everyone who has a need. They like to donate to multiple charities and are the bleeding heart of society. They can often forsake their needs for those of others and can be taken advantage of. They motivated by finding and pulling out the potential in others.

What is this person driven by and do you know this person?



Seven Emotions

Joy Surprise Sadness Fear Contempt Anger Disgust

Assigned Emotion: _____

Mild

Moderate

Extreme

Name it:	_____	_____	_____
	_____	_____	_____

Recognize (Self)	_____	_____	_____
	_____	_____	_____

Recognize (Others)	_____	_____	_____
	_____	_____	_____