



## How to gain a competitive edge

- ✓ Quickly identify the preferred style of your customers, clients, colleagues and employees
- ✓ Adapt your communication to meet the receivers' needs
- ✓ Sell to your customers in a way that works best for them
- ✓ Recruitment—gain greater insight to individuals pre hire

## Your training session will include:

- ✓ Overview of the 4 key styles
- ✓ An understanding of your own and your colleagues' styles
- ✓ How to adapt your communication style to your audience
- ✓ How to sell to the 4 key styles
- ✓ Personal profile for each participant
- ✓ Team profile for the group



## What our clients have to say?

*“Very eye opening, from a business owner's perspective. We have been able to identify behavioural styles and have started interacting differently with staff, with positive results. 2 sales agents recognised that by joining forces the I could focus on prospecting and building relationships and the C can focus on the research and background tasks. Together they have had success greater than what they did combined individually in a very short time frame. The sales team regularly talk about the different behavioural types which is feeding through to their own sales businesses and how they react with clients. It was a very informative session which we saw great value in both professionally and personally.” Alison & Dale Harris FN Burleigh*

*“Thank you so much for organising our Extended DISC Profiling Workshop. We found it to be so valuable both from a small business owners' perspective as well as individually understanding ourselves, our staff and by extension our clients and how we interact together. Having done numerous training days in my life I've never seen a group so thoroughly engaged in the content as our staff were on this day. (Even those who were initially sceptical about its usefulness) Anyhow thanks again for the BEST training and staff bonding day we have ever undertaken. We haven't stopped talking about it in house since!! Leanne Rayner FN Rayner*

## Why HR Advice Online?

As Master Trainers in Extended DISC, Kerrie Canning and Sally Garner have been using behavioural profiling for recruitment, team building, personal development and communication for over 25 years. Helping you and your employees improve your communication to gain the competitive edge.



**CONTACT US TO GET STARTED – 1300 720 004**