

## Sample Courses

# Professional Development





# Using DISC for Effective Communication & Collaboration

2 Days



## COURSE SYNOPSIS

This course introduces DISC personality types to enhance workplace communication and collaboration. Participants learn to quickly identify personality styles and adapt their communication for better team synergy. The program offers practical exercises to improve influence, build trust, and foster effective collaboration in diverse work environments.

## KEY LEARNING OUTCOME

- Identify and apply DISC personality styles to enhance communication.
- Improve team collaboration by adapting to different communication styles.
- Resolve conflicts and build trust within teams using DISC.

## OPENING

- Objective of the workshop
- Icebreaker: WorkingSmart; Communicate Smart

## MODULE 1: INTRODUCTION TO D.I.S.C

- The 4 personality types
- Characteristics, strengths and limitations of each type
- Real world examples of each personality type
- Workplace environment exploration of each personality type

## MODULE 2: IDENTIFY EACH PERSONALITY TYPE QUICKLY

- Recognize different types of DISC and their responses
- Similarities and Challenges working with each personality type
- Using DISC to forge better understanding with those are working with you
- Real-life practice

## MODULE 3: EFFECTIVE COMMUNICATION USING D.I.S.C

- How each personality type communicates
- Why it's so easy to have conflict and how to resolve it effectively
- How to present your ideas so the other person can understand you
- Establish a more effective working relationship

## MODULE 4: COLLABORATION & INFLUENCING SKILLS USING D.I.S.C

- Building trust and influence
- Working with Individuals and Teams to get the Best Results.
- Getting others to do what you want them to do
- Working with different personality
- Establish a team with diverse synergies

## NEXT STEP ACTION PLAN

- What need to start, stop and continues doing?



# Using DISC for Effective Communication & Collaboration

Additional 1 Day



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## MODULE 5: YOUR DISC MANAGEMENT STYLE

- Your Management Priorities
- Your Management Preferences
- Explore the influence of your management style

## MODULE 6: DIRECTING AND DELEGATING

- Learn about your natural directing and delegating style
- Identify the needs of different people
- Improve your effectiveness

## MODULE 7: DEVELOPING OTHERS

- Learn about your natural style of developing others
- Identify the development preferences of different people
- Action plan for Developing Others



# Strategic Thinking

1 Day



## COURSE SYNOPSIS

This course cultivates strategic thinking skills, teaching participants how to analyze market trends, competitors, and internal challenges. With a focus on identifying key patterns and making informed decisions, participants will leave with the tools to align their objectives with their organization's long-term strategy.

## KEY LEARNING OUTCOME

- Analyze market trends and internal operations to inform strategy.
- Identify and prioritize objectives aligned with organizational goals.
- Apply strategic thinking to solve complex business challenges.

## INTRODUCTION TO THE CONCEPT OF STRATEGIC THINKING

- Definition of Strategy & Strategic Thinking
- Why Strategic Thinking is important?
- Strategic Thinkers' characteristics, behavior and skill sets
- Utilize your strategic agility

## STEP 1: SEE THE BIG PICTURE

- Understanding company strategy
- Analyzing customers, competitors, and your industry
- Internal Stakeholder's priorities

## STEP 2: ARTICULATE STRATEGIC OBJECTIVES

- Understanding your company's objectives
- Defining your own functional objectives
- Defining project-related objectives

## STEP 3: IDENTIFY RELATIONSHIPS, PATTERNS AND TRENDS

- Understanding how things work
- Root-cause problem solving
- Categorizing information

## STEP 4: CO-CREATE POSSIBILITIES

- Challenging your assumption
- Opposing ideas opportunities
- Envisioning and ideal world
- Gathering other's perspective

## STEP 5: ANALYZE INFORMATION

- Identify critical information you need
- Steering clear of irrelevant information
- Crafting an information-gathering plan
- Building on existing knowledge

## STEP 6: PRIORITIZE YOUR ACTIONS

- Valid conclusions
- Priority setting
- Make trade-offs



# Emotional Intelligence at Workplace

2 Days



## COURSE SYNOPSIS

This course helps participants enhance their emotional intelligence (EQ) to improve workplace relationships, decision-making, and leadership effectiveness. Through self-assessment, empathy-building exercises, and conflict resolution techniques, participants will develop greater self-awareness and the ability to manage emotions in diverse and challenging environments.

## KEY LEARNING OUTCOME

- Enhance self-awareness and self-management of emotions.
- Improve relationships through empathy and active listening.
- Apply emotional intelligence in decision-making and conflict resolution.

## MODULE 1: AN EMOTIONAL INTELLIGENCE PRIMER

- Opening activity– Importance of emotional intelligence.
- What is emotional intelligence?
- Daniel Goleman’s Emotional Intelligence Framework.
- How Emotionally Intelligent are you? – Self-Assessment.

## MODULE 2: SELF-AWARENESS

- Emotional Intelligence and Knowing yourself.
- Feelings, Moods, and Emotions.
- The Language of Emotions.
- Knowing your strengths and weaknesses.

## MODULE 3: SELF-MANAGEMENT

- “Manage This”– Activity – Creating positive brain connections.
- Strategies/techniques for effectively regulating your emotions.
- Lessons from the wizard of Oz.
- Self-Management techniques.

## MODULE 4: SELF-MOTIVATION

- What motivates us? – Activity.
- Setting goals and having a plan as a motivator.
- Finding Intrinsic Motivation.
- Getting in “The Flow”.

## MODULE 5: EMPATHY

- What is Empathy?
- Empathy and sensing what others feel –skill practice activity
- Emotional intelligence in Conflict Resolution
- Active empathetic listening

## MODULE 6: RELATIONSHIP MANAGEMENT

- Getting the change, you want – Practice activities (Push / Pull, Change plan)
- The building blocks for managing relationships
- Emotional Intelligence in Leadership



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## MODULE 7: EMOTIONAL INTELLIGENCE IN DECISION MAKING

- Considering rational & emotional factors for enhanced decision making.
- Recognizing and managing biases for unbiased decision making.
- How managing emotions & staying rational is crucial for effective decision making.
- How emotional intelligence improves decision quality and outcomes.

## MODULE 8: RESILIENCE & CULTURAL, CONTEXTUAL CONSIDERATIONS IN EMOTIONAL INTELLIGENCE

- Understand resilience & emotional intelligence.
- Applying emotional intelligence in resilience building.
- Understanding diverse emotional expressions.
- Ten habits of emotionally intelligent people.





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