



Role Playing With DiSC

LESSON OBJECTIVE

Employees learn about effectively communicating with co-workers with different DiSC styles.

TIME REQUIRED

30-40 minutes

PREREQUISITE

Everyone participating in this activity should have already completed the Everything DiSC® personal development tool. They should know and understand their own communication style and how it relates to others on the team.

ACTIVITY GUIDE

In this activity, lead the group in learning to communicate using different DiSC profiles. By role playing different communication styles, team members will learn how to communicate with other people who have different styles than their own.

Introduction

5 MINUTES

Explain the activity and review the different DiSC styles:

- **Dominance.** Active, fast-paced, assertive, dynamic, bold.
- **influence.** Accepting, people-focused, empathizing, receptive, agreeable.
- **Steadiness.** Thoughtful, calm, methodical, moderate-paced, careful.
- **Conscientiousness.** Questioning, logic-focused, objective, skeptical, challenging.

Divide the team up into pairs. If possible, pair people who have different DiSC profiles. Choose 3 of the 4 scenarios to complete. For each scenario, each person in the pair should take a role. Assign each person a style to play in the scenario. You could have each person first play the role of their partner's DiSC personality type. Or you could assign them a different role. The objective of the exercise is to have employees play the scenario in a style that is different than their own. You also want the employees to learn to adapt to the style of a fellow employee.

Role Playing

20 MINUTES - ABOUT 5 MINUTES FOR EACH SCENARIO

SCENARIO #1

You have been asked to train a new employee how to use the point-of-sale system at the cashier's station. You know the training is important, but you are not sure how you are going to fit it in with all of the other work your manager has assigned you that day. The new employee asks a lot of questions. Then, when you help them try to ring up a customer on their own, they make several mistakes. While you are busy and frustrated, you know you need to provide patient feedback to the new employee.

Have one person play the role of the new employee and the other of the trainer. To play out the scenario, start a conversation where the trainer gives feedback to the new employee right after helping the customer.

SCENARIO #2

A particular member of the team habitually shows up late. However, the manager always seems to give them a pass because they are part of the owner's family and they are very knowledgeable about home improvement. Today, this employee arrived 30 minutes late, saying they got into a lot of traffic due to an accident on the road. Because they were late, you had to take on extra responsibilities and you've had a hectic morning. It's not your place to reprimand the person and would be easy to be annoyed because of the extra work you're doing.

Have one person play the role of the late worker and the other of the one doing the extra work. To play out the scenario, the employee who was late clocks in, smiles and asks you how work is going today.



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SCENARIO #3

Last weekend, for the first time, your business hosted a customer appreciation event. Attendance was better than expected and overall the event went well. Sales for the day were up and people left positive comments on the store's Facebook page. You did notice a few things that could be improved for next year. For example, a lot of children attended the event and, while there was a game for them to play, few of them seemed interested. You think there should be more exciting children's activities. Also, everyone enjoyed the burgers and hot dogs you served on the grill, but a few people wished there could have been a meatless option. Monday morning, everyone on staff is in a good mood and riding the high of a successful event.

Have one person play the role of the manager and the other the employee with some possible suggestions for improving the event. To play out this scenario, host a pretend store meeting where the manager asks everyone if they have any feedback about the event.

SCENARIO #4

A new employee has been on the job for a few days. The days have been busy and the new person has spent most of their time training and with their mentor. Today, you head into the break room for lunch and see that the new person is eating alone at the table.

Have one person be the new employee and the other be the employee getting ready to take their lunch break. To play out the scenario, have a discussion between the two employees.

Debrief

10 MINUTES

After each pair has had an opportunity to run through all three scenarios, bring the group back together to reflect on their conversations.

QUESTIONS TO ASK

What aspects of your personality were helpful in the scenario?

What was it like playing the role of your opposite style?

What did you learn about someone with an opposite DiSC style from yours that could help you better communicate with them in the future?

FOR MORE INFORMATION

Managers who would like more information about how to become better leaders using personality profiles should explore the resources NHPA has on the topic, including the webinar "Managing Through Personality Profiles," available at YourNHPA.org/webinars, and a template for stickers you can have each employee wear on their nametag to denote their DiSC profile, available at YourNHPA.org/disc.