

## Everything DiSC® Profile for Change Management and Customer Service



Improving communication and customer service was successfully accomplished using a blend of Everything DiSC® for Workplace, Management, Comparison and Group Reports.

### Company

- A medical diagnostic centre and research organisation with subsidiary companies
- The finance and accounting department that works with all areas of all companies.
- Approximately 30 employees in the finance and accounting department.

### Products Used

- Everything DiSC® Management
- Everything DiSC Workplace®
- Everything DiSC® Comparison Reports
- Everything DiSC® Group Culture Reports

### Challenge

When the new CFO arrived, he sensed people were disconnected from one another. After being in the organisation for a few months, he found that basic communication and customer service skills were lacking, interdepartmental relationships were in jeopardy, outside customers complained regularly, business-close was taking too long and there was no synergy between team members.

The CFO wanted to do customer-service and change-management programs for the finance and accounting group.

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## Solution

The starting point were five group meeting around the Workplace Profile. Most employees and managers were engaged and began to buy in to their self-development. After the lunch-and-learn sessions a few of the new managers were coached. For this, the Everything DiSC® Management Profile was used, a workbook was created and the Everything DiSC® Management video was shown to individually coach each manager. As part of the management-coaching process, the Everything DiSC Comparison Reports were ran between the CFO and the managers and, by request, any two managers who wanted one.

Coaching sessions were facilitated with the controller and two managers who were his direct reports. The controller's managers gave him feedback about his management style. At one point, the controller was resistant to the feedback he was given. The high-C manager who gave him the feedback was able to provide the controller with an example of when his management style doesn't work well for their relationship. She told him that when she works very hard to gather and bring him correct data, he often makes her feel like he doesn't trust her numbers or ideas for solving problems with the data.

The individual coaching sessions were so successful, that the CFO wanted more training. Together, a program was designed that included two sessions for managers, two sessions for employees and a final session on conflict management for the entire group.

The managers were looked into first by reviewing the Everything DiSC® Management Profile. Next, the Everything DiSC® Group Culture Report was compiled which allowed for a great discussion about what their culture looked like and how it might impact the organisation. At the end of the session, the managers were randomly receiving Everything DiSC® Comparison Reports with the assignment to pair up with their Comparison Report partner. They reviewed their Comparison Reports together and talked about the information and how it could help their working relationship.

After the management session, two employee sessions commenced following the same format used with the managers. For the employee group, the Everything DiSC Workplace Profile was used along with the Group Culture Report and random Comparison Reports.

Finally, Comparison Reports were created between each manager and each of their team members for the purpose of improving their working relationship.

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## Coaching Results

- One manager, who has a high-Di style, was rubbing everyone the wrong way. During discussion in the coaching session, she began to cry and said, "I'm a D, I tell them they can come in and tell me what's on their mind." She thought that people would then come to her directly if they felt something was wrong. Candid feedback was given about how her words sent a message, but her behaviour told a different story. The next day, she had an epiphany and realised how much her behaviour was impacting not just her team, but others too. Since then she has made a great effort to accommodate people based on their styles. One of her team members, who was close to being put on a performance plan, is now her "superstar." By communicating differently, she is getting much more out of people.
- During another session, a manager who many employees were having problems with, openly stated he realised he was causing conflict by not being aware of how his high-D behavior was affecting others. One of his direct reports was ready to quit; this manager told her that he now realised he needed to communicate differently with her and would make an effort to do so.

## Other Results

- When the CFO came on board, business-close took approximately 21 days; it is currently about 5 days.
- The finance and accounting department have had happy hours and events outside of work.

Find out more about the solutions used:

**Everything DiSC® Management Profile** <https://applydisc.com/which-disc/everything-disc-management>

**Everything DiSC® Workplace Profile** <https://applydisc.com/which-disc/everything-disc-workplace/>

**Everything DiSC® Comparison Reports** <https://applydisc.com/which-disc/everything-disc-management/#comparison-report>

**Everything DiSC® Group Culture Reports** <https://applydisc.com/which-disc/everything-disc-workplace/#group-report>

For further information about the full range of Everything DiSC® solutions, please contact **applyDISC.com** (Authorized Partner) on **(+356) 2702 7286**, via email on [info@applyDISC.com](mailto:info@applyDISC.com) or visit [www.applyDISC.com](http://www.applyDISC.com) for the latest information (live chat box available).

*Disclaimer: This Case Study has been adapted from existing case studies for the sole purpose of presenting actual opportunities to achieve organisational improvements through a guided use of selected Everything DiSC® products.*