



RELATIONAL LEADERSHIP: customer service

UNDERSTANDING DIFFERENT PERSONALITY STYLES

Relational Leadership requires that employees understand and work effectively with coworkers and customers. Understanding Different Personality Styles utilizes the DiSC® Classic personality profile assessment, equipping employees with the tools to identify and effectively deal with different personalities. Often a customer presents his/her primary temperament style within the first minute of conversation, allowing the customer service representative to frame his/her responses accordingly. This class instructs participants in understanding their own temperament styles, as well as identifying the prominent styles in others, so that they can respond to different situations effectively and efficiently. This is the foundational class for all SGR customer service classes.

Objectives:

By the end of this workshop, participants will be able to:

- **Recognize dimensions of personality and behavior**
- **Adapt to the personality and behavior of other people**

