Frequently Asked Questions

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DISC® CLASSIC FACILITATION SYSTEM

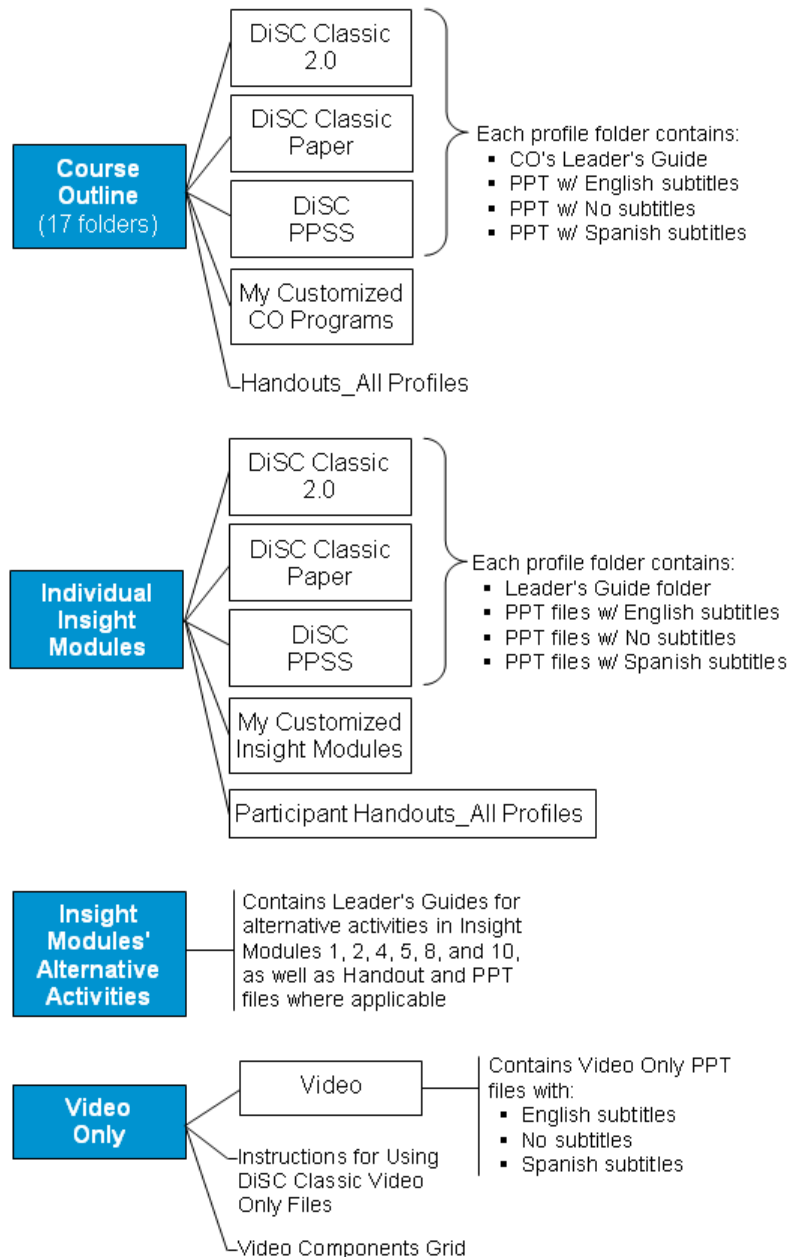### How are the DiSC Classic materials organized?

Everything you need to deliver a successful DiSC®-based seminar is located on the *DiSC Classic Facilitation System* USB drive. When you insert the USB drive into your computer's USB port, you will find a **Facilitation Materials** folder and a **Support Materials** folder.

What will I find in the Facilitation Materials folder?

Inside the Facilitation Materials folder, you will find the following folders:

- 17 Course Outlines
- Individual Insight Modules
- Insight Modules' Alternative Activities
- Video Only

The diagram to the right provides a layout of the contents and structure of each Facilitation Materials folder.

Course Outline (17 folders)
- DiSC Classic 2.0
- DiSC Classic Paper
- DiSC PPSS
- My Customized CO Programs
- Handouts_All Profiles

Each profile folder contains:
- CO's Leader's Guide
- PPT w/ English subtitles
- PPT w/ No subtitles
- PPT w/ Spanish subtitles

Individual Insight Modules
- DiSC Classic 2.0
- DiSC Classic Paper
- DiSC PPSS
- My Customized Insight Modules
- Participant Handouts_All Profiles

Each profile folder contains:
- Leader's Guide folder
- PPT files w/ English subtitles
- PPT files w/ No subtitles
- PPT files w/ Spanish subtitles

Insight Modules' Alternative Activities

Contains Leader's Guides for alternative activities in Insight Modules 1, 2, 4, 5, 8, and 10, as well as Handout and PPT files where applicable

Video Only
- Video
- Instructions for Using DiSC Classic Video Only Files
- Video Components Grid

Contains Video Only PPT files with:
- English subtitles
- No subtitles
- Spanish subtitles

What will I find in the Support Materials folder?

Support Materials has the following:

- **Course Outline Descriptions** with overviews of each of the 17 Course Outlines
- **DiSC® Product Info** with descriptions of every product used in the Facilitation System
- **DiSC Theory** with in-depth documentation of the history, theory, and applications of DiSC®
- **Insight Module Descriptions** with overviews of each of the 14 Insight Modules
- **Online Resources** with a link to this FAQ, tips, checklists, and more
- **Sample Profiles** in PDF form for each online *DiSC Classic* profile
- **Templates** with blank leader's guide, handout, table tent, and course outline files
- **Thumbnail Images** with video stills for each character seen in the DiSC Classic video and an image of the DiSC model
- **Video Viewing Guide** with summaries of each video segment, plus activities that you won't find anywhere else

What are Course Outlines?

Course Outlines are ready-to-go seminars, pre-assembled for you in a variety of applications and timeframes. You can find detailed information about each Course Outline in the Course Outline Descriptions folder in Support Materials.

Do I have to use Course Outlines exactly the way they are presented?

No. Although Course Outlines are ready-to-go with pre-assembled Leader's Guides, Handouts and PowerPoint® presentations, some facilitators may find that they want to customize a Course Outline to better fit the organization's needs by removing or adding material.

Note: When you customize a Course Outline, be sure to save your new version to one of the "My Customized…" folders provided with the facilitation materials. This is necessary for the video segments in the presentation to play.

What are Insight Modules?

These self-contained modules are the foundation of the *DiSC Classic Facilitation System*. Since each module delivers a specific insight, they are called "Insight Modules." You can organize them into different sequences to create seminars for a wide variety of applications, audiences, and timeframes. They are the building blocks for the pre-assembled Course Outlines. You can find detailed information about each module in the Insight Module Descriptions folder in Support Materials.

What is included in the Insight Modules?

While each module delivers a different insight, they all share a similar structure. They include

- Customizable facilitation materials including PowerPoint® with incorporated video, Leader's Guides, and participant Handouts

- Three versions to facilitate each of the three profiles, where applicable

- Suggested times

- A description of the module and learning objectives

- A Quick Reference of the module steps, handouts used, and other required materials

- Notes to Facilitator in the far-right column of the leader's guides

- Individual, partner, and group activities

How do I show video while facilitating the DiSC® Classic programs?

Video is built directly into the *DiSC® Classic Facilitation System* PowerPoint slides for a seamless delivery. The DiSC Classic video is provided in three versions:

- No subtitles
- English subtitles
- Spanish subtitles

When working with Course Outlines or Insight Modules, be sure to select the PowerPoint file labeled for the subtitle version you wish to show. You can find an overview of the video components in the Video Only folder in Facilitation Materials and descriptions of the video segments in the Video Viewing Guide in Support Materials.

Can I build my own program out of the Insight Modules?

Yes. The *DiSC Classic Facilitation System* was designed in a modular format so that facilitators can build programs that fit their unique needs. You can combine the Insight Modules in a variety of different ways.

We recommend that you open with a Set-Up from Insight Module 1 and end with a Close from Insight Module 2. If you are using the *DiSC Classic* paper profile, you will probably want to follow your Set-Up with Insight Module 3, "Administration of *DiSC Classic* Paper." Finally, most facilitators find it useful to establish the foundations of the DiSC model with Insight Module 4, "Discover Four Styles of Behavior…," before going on to other modules.

You can find detailed information about each module in the Insight Module Descriptions folder in Support Materials to help you determine which modules will fit your program needs. Use the blank course outline from the Templates folder in Support Materials to organize them into your own program.

Note: When you customize an Insight Module, be sure to save your new version to one of the "My Customized…" folders provided with the facilitation materials. This is necessary for the video segments in the presentation to play.

Why can't I save my changes in the original files?

The facilitation materials are provided as template files to preserve the original format and content. Template files will not allow you to save changes in them. You can save new, editable copies by selecting "File > Save as" in the Menu toolbar.

What are the "My Customized…" folders for?

In order for DiSC® Classic video to play, you must save your new version of the PowerPoint® file to a place on the USB drive that is at the same level in the Facilitation Materials' folder structure as the original file. The *DiSC Classic Facilitation System* provides "My Customized…" folders that enable you to store and successfully play your customized presentations. You may find it beneficial to store the customized presentation's Leader's Guide and handout files here as well.

Why won't the video play in my customized program?

If you saved your customized PowerPoint presentation to a different level than the original file or off of the USB drive, the video will not play.

To correct the problem, move your customized presentation to one of the "My Customized…" folders provided throughout the Facilitation Materials' folder structure.

Are the Insight Modules arranged in any particular order?

No. The numbers on the Insight Modules are used only for identification, not sequence. For instance, Insight Module 2 is the Close, and therefore would usually come at the end of your outline. Insight Module 3 is only used when you administer the *DiSC Classic* paper profile. Select the best sequence for your situation and the solution you wish to create.

Should I always use Insight Module 4, "Discover Four Styles of Behavior and Explore the General Preferences of Your Style?"

Since Insight Module 4 establishes the foundations of the DiSC model, you will probably want to use it early in most programs unless you are using a different method to introduce DiSC to your participants. Insight Module 4 provides the basis for the learning in all the other modules.

When would I use the Insight Modules' Alternative Activities?

Insight Modules 1, 2, 4, 5, 8, and 10 provide opportunities for using different activities based on your course design. These activities are suggested in "Note to Facilitator" boxes in the far-right column of the Leader's Guides. You can find the Leader's Guides for these activities in the Insight Modules' Alternative Activities folder in Facilitation Materials, as well as Handout and PowerPoint files where applicable.

How can I easily learn about all of the DiSC® Classic video and how it is used?

The *DiSC® Classic Facilitation System* provides 68 vignettes of contemporary video with real-world business interactions. The Video Viewing Guide, found in Support Materials folder, gives you a summary of each video segment, a description of how it is used in the DiSC Classic facilitation, and video-driven activities that you won't find in the basic facilitation materials.

How do I use the Video Only folder?

The DiSC Classic Video is available in a stand-alone format that allows you to view it independently of the facilitation and use it in your customized training sessions. The Video Only folder, found in Facilitation Materials, contains three different video versions: No subtitles, English subtitles, and Spanish subtitles.

When opened in Slide Show mode, the Video Only PowerPoint® is menu-driven like a DVD, allowing you to navigate easily among the sections and video slides to preview the segments. You can also insert slides from the Video Only files into your own PowerPoint files to customize other presentations.

For more information, refer to "Instructions for Using DiSC Classic Video Only Files" in the Video Only folder. For descriptions of the video segments along with these instructions, refer to the Video Viewing Guide in Support Materials.

How can I use the Template and Thumbnail Images folders?

These folders have tools to help you if you choose to build your own program. Use the blank Course Outline from the Templates folder to organize the modules in your customized program. Leader's Guide and Handout templates are provided in the event you wish to write your own facilitation script and design new handouts while keeping the *DiSC Classic Facilitation System* look and feel.

In addition, you can use the images in the Thumbnail Images folder to enhance your handouts. Finally, the tent card template gives you a professional-looking, DiSC-based table tent card that you can reproduce for the participants in your session.

Where can I learn more about the DiSC model?

The DiSC Theory folder in Support Materials provides some of the most important and commonly discussed topics about DiSC. It integrates research, theory, history, academic knowledge, and current practice in a way that helps facilitators truly understand the relevance of each topic and how it affects their practice. For each DiSC topic, you'll learn about background information, how the topic fits into the "big picture," available research, and guidance for your facilitation.

DiSC® Classic Profiles

Where can I find information about the different DiSC® products?

The DiSC Product Info folder in Support Materials provides in-depth, page-by page interpretations for the *DiSC Classic* profiles, as well as information about the QuikDiSC® card game and *DiSC Classic People-Reading Guide*.

How do I decide which DiSC profile to use?

DiSC Classic Facilitation System supports three DiSC profiles:

- *DiSC Classic 2.0*
- *DiSC Classic Paper*
- *DiSC PPSS*

While all of the profiles provide in-depth information about the four DiSC behavior styles, they differ in format, delivery, and personalization. PowerPoint files and leader's guides are provided in three versions to support the different profiles. Therefore, you will need to decide if you want to use a "paper-and-pencil" version or an online version of DiSC before preparing your program.

DiSC Classic 2.0 and *DiSC PPSS* are delivered in an online format and offer a number of advantages. First, since they are administered electronically as pre-work, they save valuable class time otherwise spent completing and manually scoring the profiles. Also, errors in scoring are eliminated. Both online versions offer richer, more personalized feedback and the opportunity to use group data. Facilitator reports provide an understanding of the makeup of the class in preparation for the session. In addition, the *DiSC Classic Group Culture Report* can be extremely useful for teams, managers, and human resource departments. The *DiSC Classic Group Culture Report* is available for *DiSC Classic 2.0* and *DiSC PPSS* only.

The *DiSC Classic* Paper profile asks participants to respond to questions in a booklet and score the tool themselves during the training session. Facilitators often use the paper version when their participants do not have access to email or the internet. Some facilitators also feel that the process of responding to the instrument and scoring it themselves is helpful in engaging participants.

For more information on the differences among the DiSC reports, refer to the DiSC Product Info folder in Support Materials or contact your Inscape Publishing Authorized Distributor.

How do I choose between the two online DiSC® profiles?

When using the online EPIC system, you can use either *DiSC® Classic* 2.0 or *DiSC PPSS*. Both reports provide customized narrative feedback, and experienced facilitators may choose to combine them in some cases.

DiSC Classic 2.0 uses a positive, balanced approach to personal feedback. It explains the foundations of the DiSC model and provides personalized insight into the respondent's DiSC style, motivation, and work habits. Participants can use their reports to learn about all the DiSC styles and to see the similarities and differences among them.

DiSC PPSS is often used to provide more in-depth information about an individual. The basic *DiSC PPSS* report, the General Characteristics Report, provides clear, bulleted information about the participant in several different categories including "What you tend to avoid," "Your behavior in conflict situations," "Motivating factors for you," and "Strategies for increased effectiveness." The *DiSC PPSS* report allows you to take this personalized insight even further with supplemental reports that offer personalized, detailed information on a range of applied topics such as management, sales, creating a positive environment, and relationships.

For more information on the differences among the DiSC reports, refer to the DiSC Product Info folder in Support Materials or contact your Inscape Publishing Authorized Distributor.

Where can I find information about administering DiSC Classic profiles?

In the Online Resources folder in Support Materials, click on the link to "Tips for Administering DiSC Classic Profiles." This document provides information about ensuring minimum respondent requirements, establishing assessment purpose and process, and administering both paper and online assessments. For online profiles, see EPIC Help* for detailed instructions on issuing access codes.

If you do not have an EPIC account, contact your Inscape Publishing Authorized Distributor for assistance.