

UY DISC CERTIFICATION

3 Days Certification as Certified Human Behavioural Consultant.
Featuring UY Manual* - listed in NATO Master Cross Reference
List Database.

Introduction

The DISC Certification course introduces you to the field of human behavioural science in an easy to grasp presentation. The training focuses on the four personalities model of Dominance, Influence, Steadiness and Compliance, called DISC in short. Participants will learn how to read people, communicate more effectively, appreciate perspectives of people, motivate, avoid unnecessary conflicts and increase effectiveness. The instrument is internationally used in the areas of Human Resource management, counseling, coaching, and consulting. On completion participants will be accredited as Certified Human Behaviour Consultant.

UY's Recognized Program

The course has been so **successful in America** that one of their foremost corporate trainers, **Zig Ziglar** has this to say of our program: *Dr. Mels Carbonell [author of UY (DISC)] has a message America needs to hear.*

UY's Manual*

The Personality Profile Manual has been codified by the Singapore National Codification Bureau (NCN), a full member of the NATO Allied Committee on codification (AC/135). It means that the features and characteristics of the manual listed in the Total Item Reference (TIR) are made accessible to all NATO Allied Nations and Sponsored Nations numbering 64, through the following NATO STOCK NUMBER 7610-32-077-4545.

Benefits/Results

- Increased Understanding of self and others
- Progress from a manager of people to a leader of people
- Increased influence and reduced staff turnover

- Increased work productivity, and communication
- Build effective teams
- Resolve and minimise conflicts
- Gain commitment and cooperation
- Dealing with Changes positively
- Bring out the best in others

Syllabus

- Human Behaviour Science
- DISC Personality Model
- Art of Motivation
- Leadership: Transactional vs. Transformational
- Employee - Manager Relationship
- Recruitment, Selection and Hiring
- Job Profile Appraisal
- Team Building Dynamics
- Stress & Change Management
- Conflict Resolution Management

Features

- DISC Personality Model
- General Characteristics
- Adapted & Natural Behaviour
- Key Strengths
- Ideal Environment
- Behavioural Tendencies
- Leadership & Followership Insights
- Personalities & Job Function
- Job Profile Indicator
- Benchmarking Performance
- Develop Interviewing Questions
- Team Building Reflections
- Selling & Buying Styles
- Customer Insights & Servicing Styles
- Reading Body Language
- Using computerised reports for greater effectiveness

About the Trainer

Daniel Teo Kok Hong, Managing Partner of Magna-Carbonell & Associates and Regional Director / Trainer of Ezra Resources, received his Master from Regent College, an affiliated member with The University of British Columbia,

Vancouver, Canada. He has been appointed the Principal Trainer by the Leadership Institute of America, an organisation which has trained America's top companies including Walt Disney World, Motorola, AT&T, Acura, American Express, etc. As the Principal Trainer to South East Asia/Pacific, he has trained and certified many leaders of organisations, department heads and counsellors in using and administering the DISC Personality Profile System.

About the Developer

Dr. Mels Carbonell, Ph.D. in Human Behavior and Leadership, is President of the Leadership Institute of America. As a human behaviour specialist, he has developed and published 18 human behaviour science assessments used by businesses, organisations, schools, and churches across the USA. He has also conducted training for Walt Disney World, Zig Ziglar, AT&T, DuPont, John Deere, Acura, Fleetwood / Coleman, Southern Bell, AIG Insurance, GA Bankers Association, American Express, Minereth & Meier / New Life, Sports Performance Institute and many others. He has published three books: *What Makes You Tick and What Ticks You Off*; *Solving The Mystery of Motivation*; and *How To Be Personality Wise*. Dr. Carbonell received the Sertoma Club's Service To Mankind Award in 1973 for his outstanding work with teenagers. He has also been a guest on numerous radio and television talk shows across the USA. In 1984, Dr. Carbonell was invited to the White House for a special briefing with President Ronald Reagan.



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