Create Customized Training in a Tight Timeframe with the *Everything DiSC® Classic Facilitation System*

Time is a valuable asset for everyone, but it often feels more like an enemy when it is running out on us. Rosemary Ward of Training Direct recently felt the pressure of time when one of her clients, a trainer for a large company, called her with a problem.

"The client called on Wednesday, and we met over the phone on a Friday," Ward says. "And she had to have a finished sales course for Monday morning, when training would start."

The turnaround time was, to say the least, brief. However, Ward was confident that she could help the trainer come up with a great sales course within her tight deadline. The first step, as Ward saw it, was to tap into the *Everything DiSC® Classic Facilitation System*. So she shipped a kit to the client overnight.

"If you have a kit in your hands, and your client has one, you can show them what to do pretty easily," Ward says. "The system allows you to be up and running in a hurry."

Because time was of the essence, Ward showed her client the flexibility of the Insight Modules, and she walked the client through the process of combining and arranging the Modules into a coherent curriculum. The client was delighted.

"*Everything DiSC Classic* is like recombinant DNA," Ward says. "You can take this strand and that one and mix them to make something new."

What the client created from the kit was a sales course that addressed the needs of her participants. In fact, she devised the basic structure of the course on the same day that Ward introduced her to DiSC®. But despite this quick resolution of her client's problem, Ward was still unsure if the final result would be satisfactory. As it turned out, however, there was no need to worry about the course's effectiveness.

"The participants were a rough audience," Ward says. "But they gave my client high marks, and many of them said they found it very helpful."

The client's organization also was impressed with the system, to the point that *Everything DiSC Classic* will now be the basis for many of the company's future sales, customer service, and leadership courses. The goal of additional courses, Ward says, is for new participants to immerse themselves in DiSC's insights to build increased effectiveness. However, the organization has another goal, which is to provide additional training for facilitators who have previously presented DiSC workshops. But Ward believes that *Everything DiSC Classic* is power-packed and flexible enough to meet that challenge for both new and repeat attendees.

"What we're really doing with the system is taking DiSC technology and using it to dig deeper," Ward says. "It makes it easier to build on a person's skill set, and we can optimize what they do and how they do it."

For such reasons, Ward's client will keep working with *Everything DiSC Classic* to create additional courses as her needs grow. Ward says her client will mix and match different modules and aspects of the kit as her organization's training continues. This use of the system, Ward says, is not unusual.

"Clients have said, 'We like the way this works. It makes our lives easier, and we can standardize our training.'"

Ward believes that *Everything DiSC Classic* helps her clients create solid solutions that are customized to their specific needs. She emphasizes the speed and flexibility of the system to her clients, and she says that they have responded eagerly to the new tool.

"People realize that they can design on the run if they have to," Ward says. "There's very little inputting, so they can design something quickly."

Ward says that her train-the-trainer business can only benefit from *Everything DiSC Classic*. But she says that beyond all the system's advantages, the most crucial aspect is the final result, and she believes that the kit shines when put to this ultimate test.

"We can help people move toward higher levels of understanding," Ward says. "*Everything DiSC Classic* is a great help for doing that."