

[Transcript] Everything DiSC® Worksmart: Motivating Your Team

Hello, Julie Chance with Action-Strategies-By-Design. In this video for Everything DiSC® Catalyst™ users, we're going to review the latest Everything DiSC Worksmart module. As a reminder, Worksmart is a series of five modules designed specifically for managers and people leaders that is available on the Catalyst platform. If a participant has access to Worksmart in their Catalyst account, they will have this tile that says, Discover Worksmart. Click on that and it will take us over to the Worksmart area. Worksmart, as I said, is a series of five topics. The one we're going to look at today is the one that's been most recently released, which is Motivating Your Team.

We've previously done videos on giving constructive feedback, empowering your team, and helping your team navigate change. You might want to check those out on our YouTube channel. And in the future, we'll do one on resolving conflict. When a manager has access to Worksmart, they get access to all five of these modules, and they also get access to an action planning tool. Each module has action planning as a part of the session or the module, and those are saved.

When somebody completes the module, they can go back and review the information, and managers can come back on an ongoing basis to create new action plans for additional colleagues.

Let's jump in and take a look at Motivating Your Team. These modules are all laid out very similarly. They start with an overview of the session or the objectives, what's going to be covered. This session is going to look at why motivation matters. It's going to look at what motivation is. It's going to look at what motivates each of the four DiSC styles and what demotivates or drains each of the four styles, and then look at some tactics for creating a more motivating environment for team members.

There's always an overview of the four DiSC styles in case it's been a while since participants have participated in a DiSC session. And then there's always an intro question or large group discussion. In this case, Wiley asked a thousand people what someone had done that made

them feel good or motivated at work, and what somebody might have done to make them feel bad or demotivated or drained at work?

And here's the top answers. Next there's a discussion around something that a coworker may have done that made a big difference and made them feel motivated. Maybe something that a coworker did to make them feel drained or demotivated. There's a discussion of what is motivation? And a reminder that everybody is motivated by something a little bit different. Part of a leader's role is to help people find their natural motivations and to really create that environment where people feel engaged and motivated.

It talks a little bit about how when we're demotivated, we feel drained, we lack an energy, we lack enthusiasm, and we become disengaged. Our work suffers. Whereas when we're motivated, we're more energized, we're more engaged, we're more productive, and we do our best work. The goal really is to create an environment where individual team members can feel their motivation supercharge.

Next it goes into personalized content. Each individual participant would have personalized content around their motivators and demotivators, what drains them, what energizes them, a little bit of an overview on that. There would be a breakout group discussion around those motivators and demotivators, discussion about what resonated, some things that are energizing, some things that are demotivating, etc.

We then look at each of the four styles and what each of those four styles feels when they feel demotivated. What is the environment or situations or tasks that drain them? For the D, it's about feeling stuck, right? It's about lack of progress or feeling a lack of control or authority. For the i, it's feeling like a cog, that there's a lot of slow or tedious or repetitive work that needs to be done, that they're isolated, or that there's a pessimistic culture. The S is demotivated by feeling unsettled when there's a lot of change or instability, when there's a lack of harmony. Those are the types of things that will drain somebody with the S style. And somebody with the C style is demotivated by feeling unprepared. If they have to do work in a time frame that they feel compromises their standards or the quality they want to do, if they feel like there's inaccurate or inconsistent standards or they're being rushed. All of those things will tend to demotivate somebody with the C style. Next we ask participants to think about a colleague and what their DiSC style might be.

We could use the people reading format questions to help guesstimate somebody's style. Once they have a colleague with their style in mind, there's some information about what might demotivate that team member. The participant can pick the style that they chose. Let's say I chose somebody with the C style, and it will give me a little bit of information on what might be demotivating, de-energizing for that colleague with the C style. And then we'd have another breakout group discussion around those demotivators and how those might apply or a time at work that that might have happened, as well as if there's anything that surprised them or anything that the participants learned about reading about that style.

And then we'll go into what motivates each of the styles. For the D style, it's to have a way to channel their ambition, being in charge, getting results, having a big win. For somebody with the i style, it's that positive group energy. They're really motivated by that social interaction and positive energy, by public recognition and attention, by enthusiastic and fast-paced environments. For this S style, it's really about helping others and supporting, being in a caring environment. And having an empathetic workplace culture. For the C style, it's about being able to achieve that mastery, problem solving, creating order out of systems, and bringing order to chaos. I was doing a session with a group recently, and several times, the people with the C-Style talked about how they like bringing order to chaos.

Then we look at, again, for that same team member, and I chose the C style, what motivates them? So it'll give a little bit of information on my style and how that might impact or interact with my relationships with somebody with the C style, and what I might have to do to adapt to create a more motivating environment for that individual with the C style. There is another breakout group discussion around the motivators and how we might be able to help motivate the colleague we chose in the future.

Next we're actually going to make a plan. We're going to do that action plan for motivation. If the person that we want to do the action plan for is in Catalyst, we can type their name in and it'll pop up. For confidentiality and privacy reasons, I'm going to guess someone's style.

And I am going to say they're more cautious and reflective and more accepting and warm, which, of course, is likely to be somebody with the S style. It will give me some information to help me understand that colleague with the S style. It's going to tell me that they thrive on a calm, steady routine. They like working with empathetic people. They don't like pressure or having to make quick decisions. And they're often reluctant to raise concerns. And I can drop down on any one of these to read a little bit more about it. I'm probably more direct than they are. And even if something's not working for them or they have a concern, they'll often not express that concern. You're probably going to have to ask them about it. They tend to

downplay struggles, and they don't want to come across as critical or being a burden to others. After I take a minute and read through that.

And just as a reminder, when you're facilitating or when you're in a facilitated session with Worksmart, you're going to work through this, and you're going to work through this with one specific colleague. However, there's that action planning tool that you can go back in and do this over and over again for either the same person at a later point or for another colleague.

It's going to ask me to choose two of these. I'm going to choose speak up on their behalf and express genuine interest in their growth. Those are the two that I want to work on. And it only lets you do two, because if you choose more than two, it's hard to focus on that. It provides that information on the two that I chose from the previous page, and it asks me to answer a series of questions that I can type directly into the Catalyst platform. Once I finish, I'll be able to save that and go back.

For those of you who may have experienced Worksmart previously or might have watched some of our previous videos, this is a new feature. It's available now for all of the modules. It was not available in the past, so this might be a new feature to you.

We ask people to think about how they're going to hold themselves accountable to doing this. One last question is, what did they learn? And then finally, some reminders, some things for them to remember about what we've covered today. Finally click on Save and Exit, and that will save that action plan that I just created, and I can go back in and look at any of the saved action plans.

That is an overview of the Everything DiSC Worksmart module on motivating your team. And as I said earlier, I've done videos on giving constructive feedback, on empowering your team, and on helping your team navigate change. I will do one on managing conflict in the future, and these are all available on our YouTube channel if you want to check that out. And if you are interested in learning more, feel free to reach out. I would be happy to walk you through this, give you additional information, and answer any questions you might have.