



“Why Can’t We All Just Get Along” Webinar Facilitator Guide



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Version 3 – 10.2021

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Color Key in the Guide

Breakout Groups in Green

Videos in Blue

Polls in Purple

Text Chat in Red

Total Time for Module in Yellow

Title for Parts I, II and III

Abbreviation Key in the Guide

BDA # = Page # in Biblical DISC Assessment

HO# = Webinar Handout Page #

PPT # = The Related Powerpoint # to Be Shown

Time = Total time for the content chunk

Part I: Webinar Intro and DISC Basics

#	Topic/Activity/Instructions:	BDA #	HO #	PPT #	Time
1	(10 minutes pre-class): Welcome and greet participants as they sign on. Make sure they have their name in their picture – instruct how to do that. With 3 minutes left before start time, introduce self, producer, and DISC small group facilitators for session (have them wave). Mention use of polls, text chatting and breakout groups during session. Have them text chat their location, and their current temperature outside. You may text chat our producer for help with technical difficulties.				(10)
2	Start on time/Share Guidelines Welcome to the “Why Can’t We all Just Get Along?” webinar. Here are a few guidelines to make our time together productive (share guidelines). In our short 90 minutes together, we’ll address a major problem and provide you some solutions. The problem? WORKPLACE CONFLICT . According to a study in Consulting Psychologist Press’s recent Human Capital Report: (Cover data on slide 2)			1	1
3	Today’s Solutions/Our Agenda Share intended outcomes for the webinar. Buckle up for the ride – I’ll be sharing some thoughts, having you discuss them in small groups and thinking about applications for yourself and your workplace (as well as your home)! Feel free to text chat questions – we’ll answer those as we have time. PRAY and commit the session to the Lord.			2	1
4	Today’s Materials Make sure to have your printed handout ready, and a copy of your Biblical DISC Assessment report – either printed or on phone or tablet. I won’t be covering all the report pages, but sharing key content in the assessment to meet our objectives.			3	2
5	P. 3 -Key Principles of DISC Cover bullet points from assessment.	3		4	1
				5	1

	<p>behavior, and 30+% can bring on “stress”. Ask:</p> <ul style="list-style-type: none"> - Does it make sense that you’re adapting? - Is that working for you – are you getting results? - What stress might it be causing you, & how can you mitigate the stress? 				
13	<p>PP. 9-15 – Personal Characteristics</p> <p>Briefly share these descriptive narrative pages, stating what’s on each page. On page 13, highlight or underline 1-2 Conflict Behaviors and 1-2 Increasing Harmony behaviors. Show example from your own assessment report.</p>	9-16		12-13	3
14	<p>2nd Breakout Group</p> <p>Each participant take 1.5 minutes to share 1-2 of their conflict behaviors and 1-2 ways they can increase harmony. Ask them to share BRIEFLY an example of them in conflict – something that worked or didn’t work. 8 minutes total for the discussions.</p>				1 8
	Total Time for Part I = 38 mins.				
	Part II: “Understanding DISC” Lecturette				
1	<p>Poll: Your Highest Style</p> <p>Using your Natural Graph II (p. 6), share your highest plotting point – D, I, S or C!</p>				1
2	<p>DISC Lecturette – “D” Style (H.O., P. 2)</p> <p>Direct participant to their printed HANDOUT, and have them take notes as you lecture/PPT through this page. Use Biblical examples to make your points. Add the “bonus” point on FEARS to each of the styles – point out that fears are major conflict contributors. Show the Biblical characters of D behavior. Ask the “fiery red” High D’s to give a quick “thumbs up” – they’re quick and results-oriented.</p>		2	14-15	3
3	<p>High “I” Style</p> <p>Ask High I’s to raise their hands and wave – they love to interact with others. I’s are our “sunshine yellows”. Go through slides in a similar manner, using Biblical examples. Show Biblical characters.</p>		2	16-17	3

4	<p align="center">DISC Style Communications Polls</p> <p align="center">Four Quick Polls:</p> <p>Which style would welcome your communication to</p> <ol style="list-style-type: none"> 1) Be Fun, Be Fast, Be Flexible? DISC? 2) Be Sincere, Be Steady, Be Supportive? DISC? 3) Be Precise, Be Logical, Be Thorough? DISC? 4) Be Brief, Be Brilliant, Be Gone? DISC? 				2
5	<p align="center">High “S” Style</p> <p>Go through PPTs for the “earth green” High S styles – have them smile at you. They are typically calm and friendly. Share their Biblical characters.</p>		2	18-19	3
6	<p align="center">High “C” Style</p> <p>Share the key points for the “cool blue” High C’s. C’s don’t have to wave, smile OR give a “thumbs up”, as they like to operate quite independently and don’t need to do anything so foolish 😊 Share the Biblical models.</p>		2	20-21	3
7	<p align="center">DISC Style Conflict Quiz Text Chat</p> <p>People tend to be “bugged” by others who act just the opposite of them. Which style would be most “bugged” by someone who acted:</p> <ol style="list-style-type: none"> 1) Impatient, autocratic, demanding? DISC? 2) Spontaneous, unstructured, dramatic? DISC? 3) Cool, impersonal, rigid? DISC? 4) Personal, indecisive, security conscious? DISC? <p>What we’ve just looked at is how different behaviors cause conflict for each of the four DISC styles. Other styles are often irritated or annoyed when they don’t understand “how” we tend to do things. Knowing DISC can help us manage that conflict.</p>			22	2
8	<p align="center">Understanding “How” Conflict Occurs</p> <p>Share the “formula” for conflict: Unmet Motivations + Fears + Strengths Overextended = Conflict</p> <p>Motivations = a person’s unmet expectations, and strengths out of control (overextended) can be summarized by the word “pride”. Make a connection from our LLJ Revisited book – Fear and Pride are the two things that cause us to Edge God Out – our EGO. The Biblical DISC Assessment points out each DISC style’s pride and fear tendencies. On your own, read about Biblical characters and how</p>			23	3

pride and fear entangled them in Scripture – see pages 25-35 of your assessment report.

Total Time for Part II = 20 minutes

Part III: DISC Adaptability: Love Like Jesus

1	<p>Behavioral Adaptability – H.O., p. 3 Share the definition of adaptability, pointing out that it’s both an attitude and a skill. Cover the key adaptability concepts on PPTs as they take notes in their handout.</p>		3	24-26	2
2	<p>3 Steps to Style Shifting Share the 3 steps, and then ask participants to take a minute to underline or highlight on page three 2-3 of the most important adaptability actions they can take based on their highest style. Share the Golden Rule and the Titanium Rule.</p>		3	27-29	2
3	<p>Jesus Command and Modeling Share the Signature verse for Biblical DISC from John 13:34, and Jesus’ examples of loving others according to their needs – Martha vs. Mary, and Paul vs. Peter. Briefly explain his different approaches to Martha and Mary from the Scriptural account. He was the model “adapter”!</p>			30-31	2
4	<p>Pp. 38-39: How to Modify Your Behavior Have participants turn in their assessments to pp. 38 & 39. These are “personalized” pages to help them adapt more successfully. Explain how the “increase, maintain or decrease” line is specific to them – what they need to do to successfully adapt. Give an example of adapting to opposite behavior (i.e. my High S style adapting to a High D).</p>	38-39		32-33	3
5	<p>DISC Case Studies: Breakout Groups Set up the case study exercise by asking them to turn to the Case Studies. In their groups, they’ll be asked to complete one of the Case Studies. Use pp. 38-39 for tips on how to adapt, and fill in if they’ll increase, maintain or decrease their directness,</p>	38-39	4-5	34	1

	openness, pace and priority. 8 minutes for discussion, then do a short debrief. (See “answer key” on page 12 of this document)				8 2
6	p. 24 – 3 R’s of DISC Relationships Share that our assignment is not to try and “fix” people, but to love them as Jesus did. We do this by adapting our behavior. Show “The 3 R’s” page and explain how it works. Use Saul as an example – Jesus confronted him on the road to Damascus and changed his life. Show I, S and C quadrants.			35-37	3
7	By What Power Do We Do This? Share the example of Peter in Acts 4 – ask the group to text chat their response to the question: “By what power do you do this?” Give a prize to the first two who text chat the correct answer (“filled with the Holy Spirit”), then reveal the answer!!			38	3
8	Remember the Problem? Share the conflict stats again, emphasizing that 49% of conflict in this study pointed to “personality and warring ego’s” as the problem. So what is the solution to these personality conflicts?			39	1
9	A Solution, and the Best Solution The DISC model helps us learn to understand ourselves and others, and gives us the information to adapt our behavior to meet the needs of others. Yet the BEST solution: Call on the power of the Holy Spirit in helping to minimize conflict and resolve it when it happens.			40	1
10	DISC Action Plan Share some thoughts for follow-up with a colleague or for teams. Go through the options on page 6 of the handout. Close in prayer.	44	6	41	2
11	THANK YOU! We’ll hang on a few minutes if you’d like to ask questions. Thanks for joining us today.			42	2
	Total Time for Part III = 32 minutes				

Note to Small Group Webinar Leaders

Thank you for your assistance in helping others through this “Why Can’t We Just Get Along” webinar experience! The purpose of this session is to give participants an introduction to the Biblical DISC assessment and help them see one practical application of the information – how to minimize and resolve conflict.

Current brain research tells us that one of the best ways for participants to gain practical and applicable information from any learning experience is to have them actively engaged in the process. We say it this way: “The brain that is doing the talking, writing and doing is the brain that is doing the learning.” The attempt in this experience, even though very short, is to give participants the chance to do as much talking and writing as possible, with the hope that they will build it into their “doing”. They’ll be text chatting, working together in breakout groups, responding to polls, and writing notes on their handouts as they experience the session.

As a certified DISC Practitioner small group leader, please help out in the following way:

- 1) Group members will be involved in three breakout group discussions* during the 90 minutes, typically in groups of 3 or 4, plus you.
- 2) Your main role is to make sure your group discussion leader stays on track and stays on time. **Thank you for limiting YOUR talk time** – make sure this is about them and their understanding and application of the information. Give them as much sharing time as possible, yet be ruthless about staying on time.
- 3) Answer questions they may have, and gently encourage them to stay focused on the exercise. Help them with time management, and give them time signals as appropriate. THANKS AGAIN!

* The three breakout discussion groups include the following:

- a) At about 15 minutes into the webinar, they will be introducing themselves briefly to each other and sharing their DISC information from page 8 of the assessment – what characteristics they agree with, disagree with, and are unsure about. 10 min. exercise

- b) At about 30 minutes into the webinar, they will be sharing information from page 13 of the assessment about their typical behavior in conflict and 1-2 ways they can increase harmony. 8 min. exercise
- c) In the final breakout discussion at about 75 minutes in, they'll be asked to discuss and answer questions to the case study to which they are assigned (pages 4 & 5 of the handout for the session). 8 min. exercise

(Attached as the last page of this document is the answer sheet for the case studies.)

Tech Specs

Congratulations on taking the plunge into online training. While we have chosen Zoom as the platform of delivery, you are welcome to use another platform that has similar features. The features we use during this webinar are chat, screen share, breakout rooms, and polling. In this section, we will focus on the technology side of the training.

System Requirements

- Ensure you have at least 15-20Mbps download and 1.0-1.5Mbps upload speed (you can check this on www.speedtest.net).
- A LAN cable plugged into the presentation laptop helps to ensure a stable and uninterrupted connection.
- A minimum of 8GB RAM is recommended for running the LLJ PPT and Zoom simultaneously.
- A quality wired headset with microphone is recommended. A good quality Bluetooth headset will also do. Make sure your headset is fully charged prior to the event.
- Make sure your computer is plugged in to retain a full charge during the entire time

Zoom Set Up

Install ZOOM software to get the full benefit of the Zoom conferencing platform.

<https://zoom.us/support/download>

You will need to set up a Zoom (www.Zoom.us) account to use it effectively during your sessions. Although Zoom offers a free account, it is limited to 40-minute sessions which will not work for this Webinar. You will need to pay for the Pro plan (\$14.99/mo). The good thing about Zoom is that it is a month to month plan so you can just pay for it when you need it.

Some settings (under Account Settings) you want to confirm are:

- Chat – on
- Private chat – on
- Polling – on
- Screen Sharing – on and All Participants on both questions

- Annotation – on (allow saving checked)
- Whiteboard – on (allow saving checked) – you may want to use this feature ad-hoc with some of the open discussions
- Meeting Reactions – on
- Allow removed participants to rejoin – on
- Allow participants to rename themselves – on (you want everyone to show their real name!)
- Breakout room – on

When setting up the meeting to send out to your attendees be aware of the options and settings you can control:

- Registration – we do not require registration
- Meeting ID – Generate automatically
- Security – We have not used a passcode or waiting room in the past, but this is now a requirement from Zoom
- Video – We start with all video off and let the participant turn it on when they are ready
- Audio – We offer both

Do I Need A Zoom Host (producer or administrator)?

As a facilitator, your role is to teach and keep the group energized and involved. We highly recommend having a host to assist with the technical controls of Zoom. A host can:

- Start the meeting
- Maintain the admin controls
- Mute people to keep background noise down
- Move people to breakout rooms
- Assist with participants who may be having technical issues
- Manage the chat box
- Keep up with timing so you'll know if you are ahead or behind
- Run the PPT if the facilitator wishes (advance the slides and play the videos)

Technical Support

Zoom does a phenomenal job with support. Here are a few links you may find beneficial:

- Setting up a meeting - <https://support.zoom.us/hc/enus/articles/201362413-Scheduling-meetings>
- Sharing a whiteboard - <https://support.zoom.us/hc/enus/articles/205677665-Sharing-a-whiteboard>
- Using whiteboard annotations - <https://support.zoom.us/hc/enus/articles/115005706806>
- Polling - <https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-meetings>
- Managing Break Out Rooms - <https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms>

If you have additional questions or would like a one-on-one session to go through Zoom, please contact Kim Rider, Director of Operations at Lead Like Jesus and schedule time with her. She can be reached at Kim.Rider@LeadLikeJesus.com, or 800-383-6890.

General Online Training Hints and Tips for Everyone

- Prior to the training, have each member download the Zoom app and set up their account (if they don't already have it). They can use the free account option.

Total Time	20 min.s	Part II: DISC Lecturette
		Part III – DISC Adaptability
Total Time	32 mins.	Part III: DISC Adaptability – Love Like Jesus
	90 mins.	Total time for the Webinar

Answer Key to “Why Can’t We All Just Get Along” Case Studies

Listed here are characteristics of the four DISC behavioral styles. Discuss your assigned situation below and **determine the best strategies to reduce conflict and increase harmony**. Use pages 38 and 39 of your assessment to determine if you would increase, maintain, or decrease your behavior.

- | | | | |
|---------------------|-----------------------|----------------------|-------------------------|
| 1. DOMINANCE | 2. INFLUENCING | 3. STEADINESS | 4. CONSCIENTIOUS |
| Decisive | Charming | Understanding | Accurate |
| Competitive | People Oriented | Considerate | Analytical |
| Daring | Convincing | Good Listener | Compliant |
| Direct | Enthusiastic | Patient | Courteous |

Answer Key I = Increase D = Decrease M = Maintain A = Adapt

A. Meet Felicia – What is her style? **C** Underline the clues below?

1. How would you adapt your style with Felicia to minimize conflict and increase harmony? You would:

- | | | | |
|--------------------------------------|----------------------------------|------------------------------|-------------------------------|
| D <u> D </u> Directness | <u> M </u> Openness | <u> D </u> Pace | <u> M </u> Focus |
| I <u> D </u> Directness | <u> D </u> Openness | <u> D </u> Pace | <u> A </u> Focus |
| S <u> M </u> Directness | <u> D </u> Openness | <u> M </u> Pace | <u> A </u> Focus |
| C <u> M </u> Directness | <u> M </u> Openness | <u> M </u> Pace | <u> M </u> Focus |

B. Meet Austin – What is his style? **D** , Underline the clues below.

1. How would you adapt your style with Austin to minimize conflict and increase harmony? You would:

- | | | | |
|--------------------------------------|----------------------------------|------------------------------|-------------------------------|
| D <u> M </u> Directness | <u> M </u> Openness | <u> M </u> Pace | <u> M </u> Focus |
| I <u> M </u> Directness | <u> D </u> Openness | <u> M </u> Pace | <u> A </u> Focus |
| S <u> I </u> Directness | <u> D </u> Openness | <u> I </u> Pace | <u> A </u> Focus |
| C <u> I </u> Directness | <u> M </u> Openness | <u> I </u> Pace | <u> M </u> Focus |

C. Meet Jackson – What is his style? **S** Underline the clues below.

1. How would you adapt your style with Jackson to minimize conflict and increase harmony? You would:

D	<u>D</u>	Directness	<u>I</u>	Openness	<u>D</u>	Pace	<u>A</u>	Focus
I	<u>D</u>	Directness	<u>M</u>	Openness	<u>D</u>	Pace	<u>M</u>	Focus
S	<u>M</u>	Directness	<u>M</u>	Openness	<u>M</u>	Pace	<u>M</u>	Focus
C	<u>M</u>	Directness	<u>I</u>	Openness	<u>M</u>	Pace	<u>A</u>	Focus

D. Meet Heather – What is her style? I Underline the clues below.

1. How would you adapt your style with Heather to minimize conflict and increase harmony? You would:

D	<u>M</u>	Directness	<u>I</u>	Openness	<u>M</u>	Pace	<u>A</u>	Focus
I	<u>M</u>	Directness	<u>M</u>	Openness	<u>M</u>	Pace	<u>M</u>	Focus
S	<u>I</u>	Directness	<u>M</u>	Openness	<u>I</u>	Pace	<u>M</u>	Focus
C	<u>I</u>	Directness	<u>I</u>	Openness	<u>I</u>	Pace	<u>A</u>	Focus