

Setting New Direction for Community Service



DiSC® Classic
Facilitator Kit

The Client:

A local YMCA organization wanted a retreat to bond the staff team and gain buy-in to move forward with new strategies.

The Business Need:

The staff of the YMCA were dedicated to the mission of the organization. They had experienced some challenges in leadership previously and the organization had been faced with difficulties financially. The executive director of the YMCA was fairly new and felt it was important after the first two years to begin to transition staff to the new organization focus. The executive director wanted staff to provide input on needs, issues, concerns and priorities as he began the first phase of a capital campaign.

The Solutions:

I used the DiSC® Classic and QuikDiSC® to help participants understand themselves, open communication, respect differences and value the talent each staff member brings to the team.

Delivery:

The morning of day one was used to establish ground rules, understand the needs of each other, respect the diverse talents of each staff member and set the foundation for the powerful work of strategic visioning. The DiSC Classic profile was used to identify diversity in the group, determine needs and acknowledge each individual. This was important for the group to begin to see the value that each individual brings to prepare for the visioning work scheduled for later in the retreat.

The afternoon of the first day the participants were involved in a number of experiential activities accelerating them into a more focused team orientation. Many of the activities required working closely together to succeed in smaller groups and moving into the larger staff group.

The morning and afternoon of day one set the foundation for the group to begin to work together as a whole while respecting, acknowledging and understanding individual needs, emotions, and talents. The evening of the third day and morning of day two were spent in small group visioning, identifying strengths and weaknesses of their core focus areas, using graphic illustration to post celebration of achievements, visioning focus points, strengths and weaknesses. The culmination of the retreat the staff created more focused vision statement with meaning and purpose, identified areas of improvement for action planning and felt more closely tied to the mission of the "Y."

Results:

The staff felt it was the best retreat they had participated in. The DiSC work allowed participants to acknowledge and respect each other during difficult conversations and when divergent values and perspectives surfaced. Participants identified six core vision purpose statements for facility operation, mission, work environment, staff, community involvement and family programming. They felt appreciated and valued, and believed the work they had accomplished would continue with the support the Executive Director.

The Executive Director assigned one of the Branch Directors to continue the work of action planning, using each of the vision purpose statements to focus the group on goals and action plans. They continue to use the framework for internal staff planning and development.