



DiSC[®] Action Planners

Turning Insight into Action

If your organisation has experienced DiSC[®] through *DiSC Classic* or another of Inscape Publishing's premier learning instruments, extend the power of DiSC with Inscape's DiSC action planners. DiSC action planners are research-based learning instruments that help people take the insights gained from DiSC and apply them to specific business applications. DiSC action planners are designed for sales, customer service, management, and telephone professionals. These concise, four- to six-page action planners focus on DiSC behaviours to help people interact effectively with others and develop plans for achieving their goals.



DiSC[®] Sales Action Planner

Use this action planner to uncover the DiSC behavioural style of a potential client or an existing customer. Insights gained can be used to:

- create successful sales strategies
- increase client receptivity
- tailor sales presentations
- negotiate effectively
- close the sale



DiSC[®] Customer Service Action Planner

Use this action planner to identify a customer's DiSC behavioural style and develop appropriate responses to better meet their needs. Then, use the information to:

- increase customer satisfaction
- create a successful service plan
- successfully address customer concerns
- gain customer loyalty

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