

BOON
A white graphic element consisting of a curved line that starts under the 'O' and ends under the 'N', resembling a stylized 'B' or a flourish.

20th Annual
NALA Conference
August 24, 2024

Communication is the Currency of Leadership

Intersection of Personality & Collaboration

Presented by Chris Henrichs & Colette Pellissier

Workshop Agenda

Introductions

Set Ourselves Up for Success

Dive In & Have Fun Learning Together

Anchor Insights & Reference Back to Life

Wrap Up

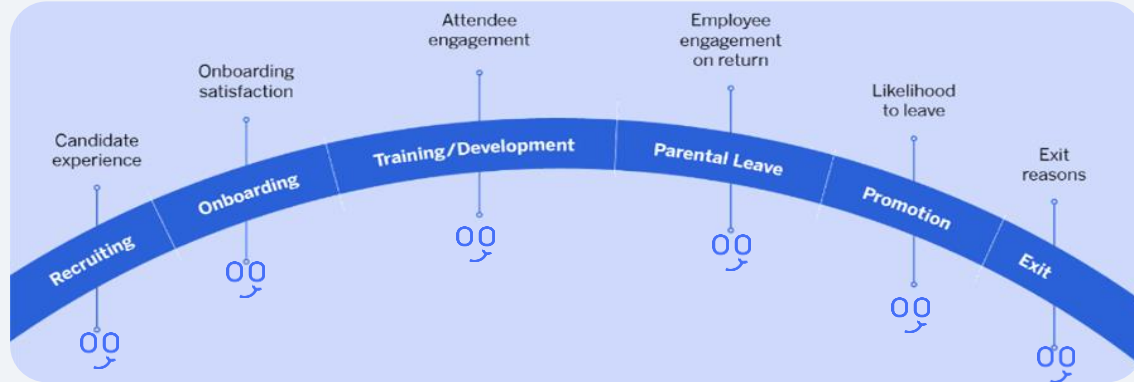


Chris Henrichs

Boon Health Co-Founder
& Head of Partnerships



Coaching Extension of HR Across all Phases of Employee or Board Experience



Top-Tier Coaches

Robust, highly vetted network of coaches with diverse professional backgrounds, education and highest accreditation

Modular Tech Stack

Real-time, actionable reporting on utilization, coaching themes, CSAT and productivity

Flexible pricing model allowing for usage-based or PEPM pricing

Quick Access

Potential to launch within a week of signed agreement

Employees can speak with a coach within 24 - 72 hours upon launch

Personalized Journey

Ability to meet employees wherever they're at personally and professionally, across all phases of the employee lifecycle

BOON COACHING OPTIONS

Boon Scale

30 min 1:1 Coaching Sessions via Zoom

2x Per Month

Entire Org Offered to the Entire Company

Robust Analytics Reporting

Boon Grow

45 min 1:1 Coaching Sessions via Zoom

2x Per Month
Offered to Various Cohorts

Cohort Boon Coaches

Tier 1

Customized Analytics Reporting
Assessment Integration

360°

Boon Exec

45 min 1:1 Coaching Sessions via Zoom

1-2x Per Month
Offered to C-Suite & Senior Management


C-Suite Boon Coaches

Executive

Customized Analytics Reporting
Assessment Integration

360°

Personalized, Performance Management
For The **Whole Human.**

Here we grow 



Colette Pellissier

**Boon Health Executive Coach
& Workshop Facilitator**



Set Ourselves Up for Success

Workshop Objectives

- ✓ Experience how DiSC® can transform interpersonal effectiveness
- ✓ Explore diversity through the lens of behavior styles and related communication preferences
- ✓ Discover practical ways to foster individual, group & team connection and collaboration





Set Ourselves Up for Success

Context Matters!



Doing More & More with Less & Less



Pressurized Influence is Pervasive



Blurred Lines between Life & Work



Interpersonal Savvy Takes a Hit

Tip #1:

**Consider Your Own Context
and Your Team's Context**



00
}

Set Ourselves Up for Success

Ways of Being

Be Present / No Distractions

Learning Mindset Curious Open Vulnerable

Seek First To Understand

Challenge Ideas, Not People

Don't Take It Personally

Assume Positive Intent

Expand Your Range Today

Tip #2:

**Culture Keepers: Cultivate
a Supportive Environment**

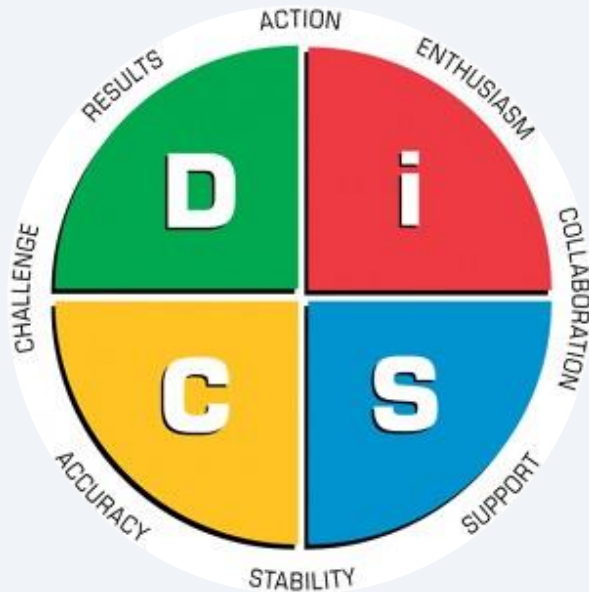




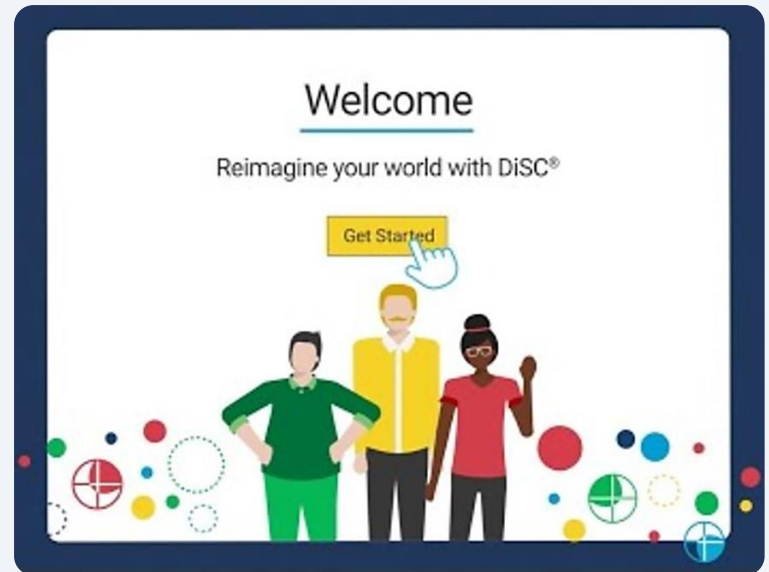
Dive In & Have Fun Learning Together

Introducing Everything DiSC[®] on Catalyst

- **A Proven Personality Framework**



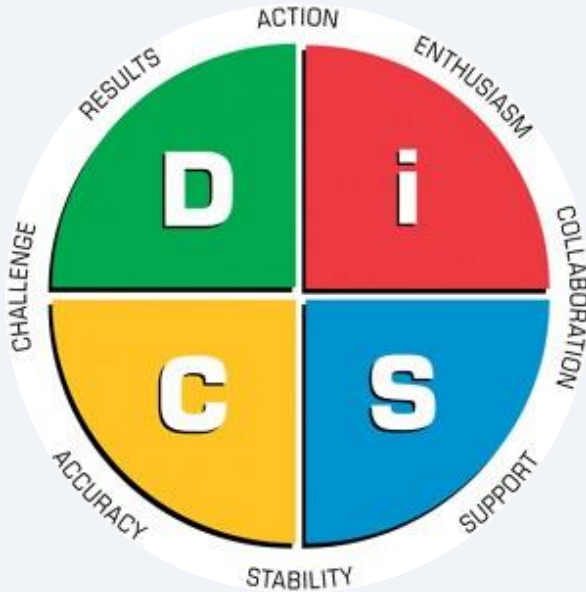
- **An Evergreen Resource Portal**





Dive In & Have Fun Learning Together

Everything DiSC[®] : Principles

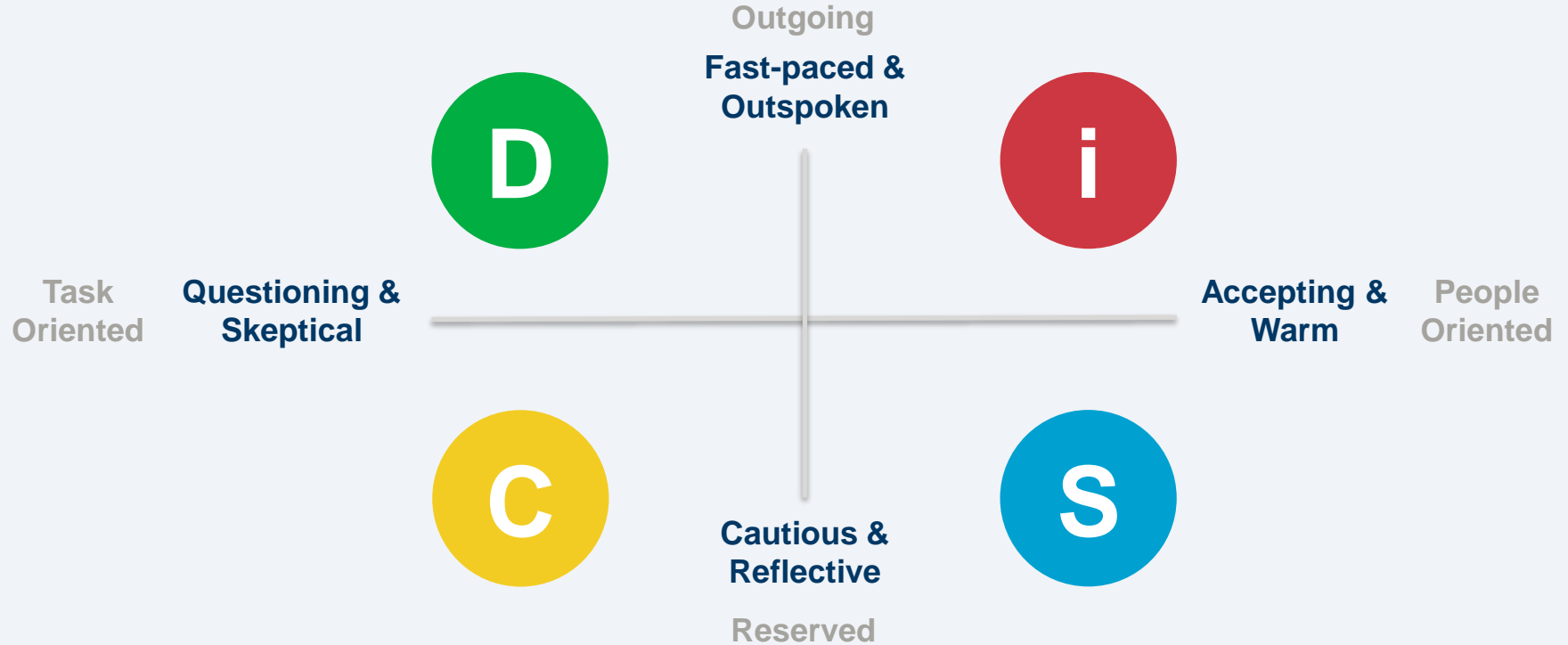


- ❖ All DiSC[®] styles are equally valuable
- ❖ Everyone is a blend of all DiSC[®] styles
- ❖ Your work style is also influenced by factors such as experiences, education and maturity
- ❖ Understanding yourself better is the first step toward more effective team dynamics
- ❖ Learning about other styles puts you in choice



Dive In & Have Fun Learning Together

DiSC® Foundations : How You See Yourself



The Everything DiSC® Model

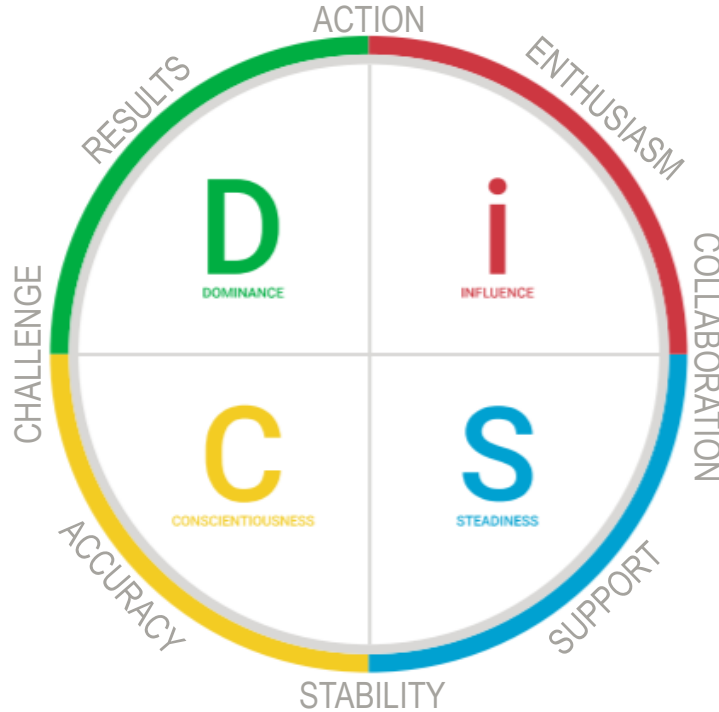
STYLE CHARACTERISTICS AND WORKPLACE PRIORITIES

DOMINANCE

- Direct
- Firm
- Strong-willed
- Forceful
- Results-oriented

CONSCIENTIOUSNESS

- Analytical
- Reserved
- Precise
- Private
- Systematic



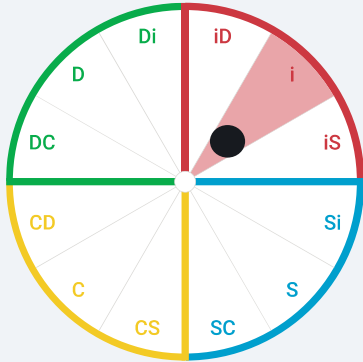
INFLUENCE

- Outgoing
- Enthusiastic
- Optimistic
- High-spirited
- Lively

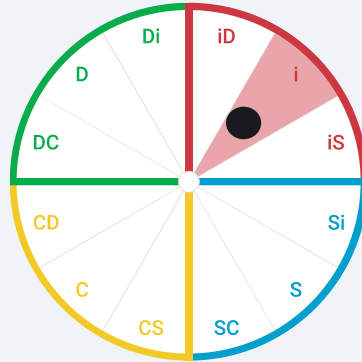
STEADINESS

- Even-tempered
- Accommodating
- Patient
- Humble
- Tactful

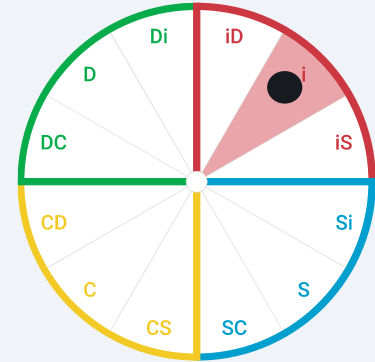
Your Inclination



Slight



Moderate

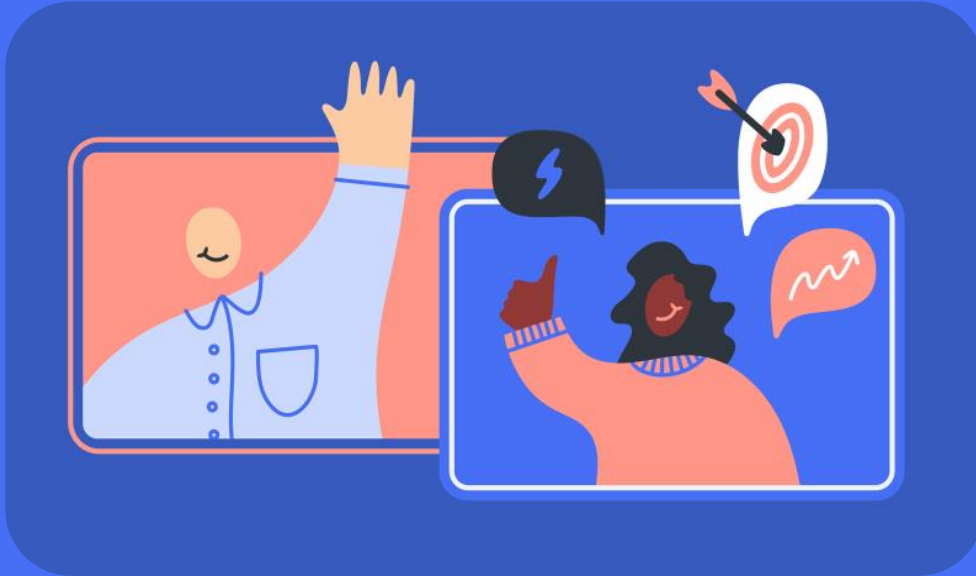


Strong



Dive In & Have Fun Learning Together

Let's Learn From The Experts !



Four Corners Experience:

A Learning Lab

Resources:

Your DiSC results

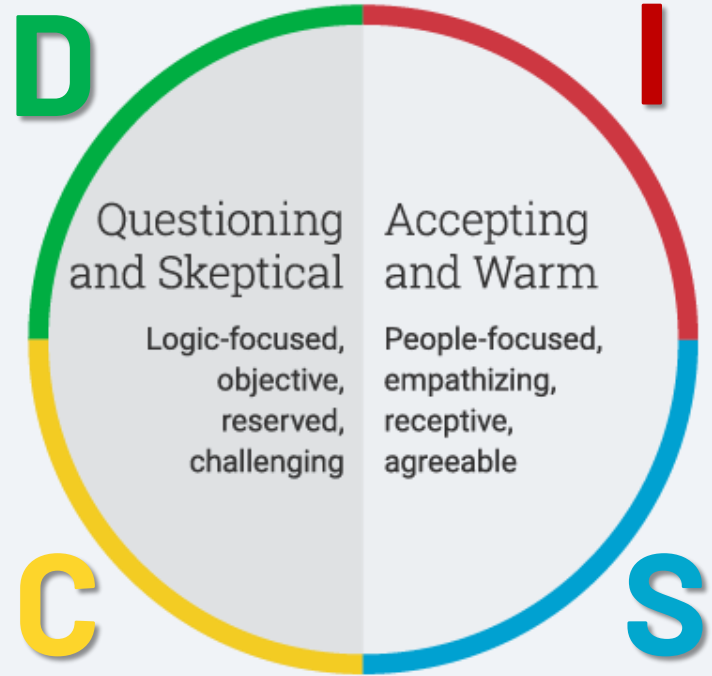
DiSC Style Handout

Catalyst Portal

<https://catalyst.everythingdisc.com/>

00

Step 1: Find Your Style and Meet Your People!



00

Step 2: Get to Know Your Style Interviews



DiSC® Four Corners Collaborative Learning Interview Worksheet

Which characteristics of my DiSC style help me be a great leader & communicator?

Which characteristics of my DiSC style can get in the way of being a great leader & communicator?

How could I become more effective at leading & communicating with different styles?

How do I react under stress?

How is my communication style misunderstood?

Dominance

Values – getting immediate results, taking action, challenging self and others

Motivated By – power and authority, competition, winning, success

Fears – loss of control being taken advantage of, vulnerability

Characteristics – self confidence, directness, forcefulness risk taking

Limitations – lack of concern for others, impatience, insensitivity

Questioning
Logic-focused
Objective
Skeptical
Challenging

Conscientiousness

Values – ensuring accuracy, maintaining stability, challenging assumptions

Motivated By – opportunities to use expertise or gain knowledge, attention to quality

Fears – criticism, slipshod methods, being wrong

Characteristics – precision, analysis, skepticism, reserve, quiet

Limitations – overly critical, tendency to over analyze, isolates self

Active
Fast-paced
Outspoken
Dynamic
Bold

Influence

Values – expressing enthusiasm, taking action, encouraging collaboration

Motivated By – social recognition, group activities, friendly relationships

Fears – social rejection, disapproval, loss of influence, being ignored

Characteristics – charm, enthusiasm, sociability, optimism, talkativeness

Limitations – impulsive, disorganized, lack of follow through

Accepting
People-focused
Empathizing
Receptive
Agreeable

Support

Values – giving support, maintaining stability, enjoying collaboration

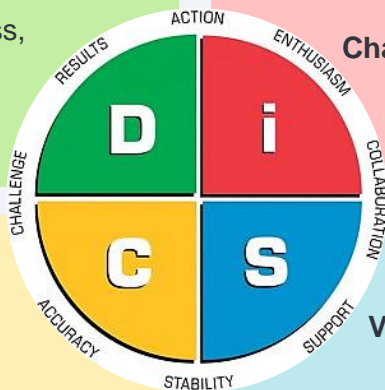
Motivated By – stable environments, sincere appreciation, cooperation, opportunities to help

Fears – loss of stability, change, loss of harmony, offending others

Characteristics – patience, team player, clam approach, good listener, humility

Limitations – overly accommodating, tendency to avoid change, indecisiveness

Thoughtful
Calm
Methodical
Moderate-paced
Careful







Step 3: Get to Know Other Styles Gallery Debrief

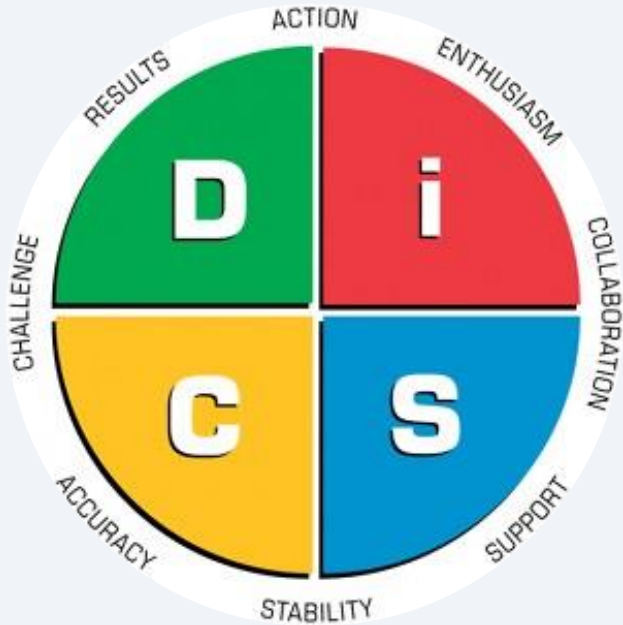




Style-Based Diversity Considerations

Healthy 	Under Duress 	Healthy 	Under Duress 
<p>D</p> <p>Decisive Independent Swift & Efficient Competitive Determined Courageous</p>	<p>Impatient Self-sufficient Never slows down Attacks First Stubborn Reckless</p>	<p>i</p> <p>Enthusiastic Talkative Optimistic Outgoing Personable Persuasive</p>	<p>Excitable Talks too much Unrealistic Disorganized Undisciplined Manipulative</p>
<p>C</p> <p>Analytical Serious Conscientious Intuitive Orderly Industrious</p>	<p>Critical Unsociable Worries too much Overly sensitive Perfectionistic Fears criticism</p>	<p>S</p> <p>Steadfast Stable Systematic Dependable Agreeable Listening</p>	<p>Resistant to change Over accommodating Slower-paced Unwilling to take charge Indecisive Non-communicative</p>

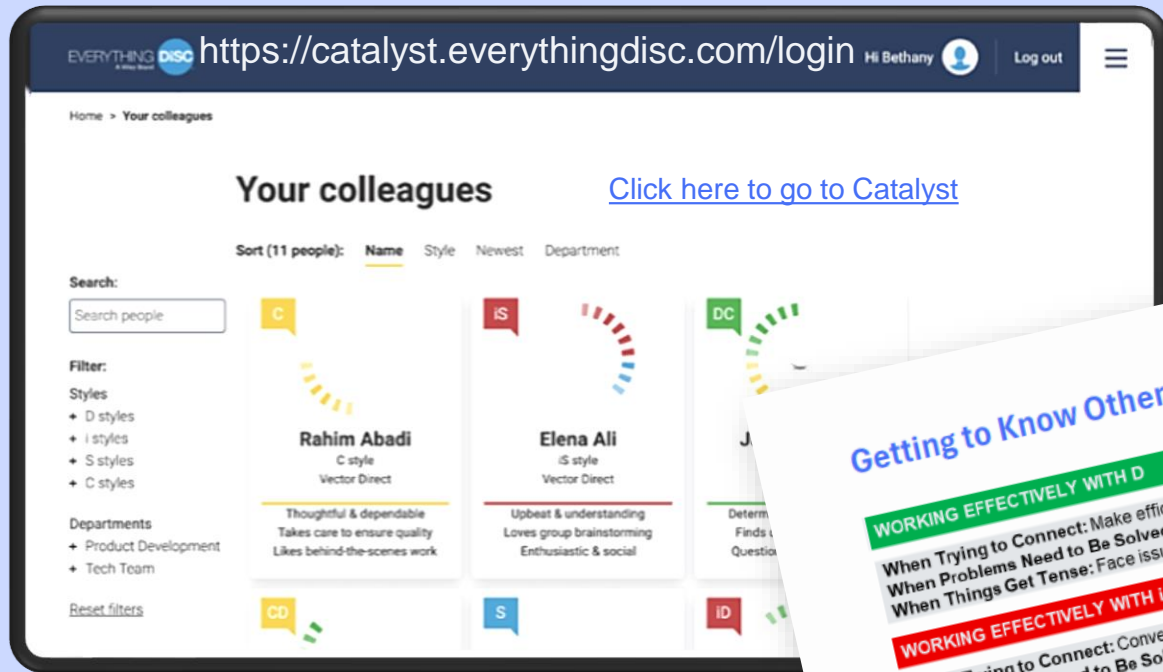
How DiSC[®] Improves Team Effectiveness



- ❖ **Greater Self Awareness**
- ❖ **Appreciation of Style Diversity**
- ❖ **Improved Communication**
- ❖ **Conflict Management Insights**
- ❖ **Optimized Role Assignments**
- ❖ **Building Trust**



Quick Tour of the Catalyst Resource Portal



Getting to Know Other Styles – Tips for Working Together Well

WORKING EFFECTIVELY WITH D

When Trying to Connect: Make efficient use of time, get right to the point, and expect candor
When Problems Need to Be Solved: Tackle problems boldly and avoid sugar-coating or over-analysis
When Things Get Tense: Face issues quickly and directly, and avoid taking bluntness personally

DOMINANCE

WORKING EFFECTIVELY WITH I

When Trying to Connect: Convey enthusiasm, make a personal connection, and be collaborative
When Problems Need to Be Solved: Remain optimistic, be open to change, and expect spontaneity
When Things Get Tense: Stay calm, acknowledge their feelings, and avoid personal attacks

INFLUENCE

WORKING EFFECTIVELY WITH S

When Trying to Connect: Show warmth, take an easygoing approach, and be collaborative
When Problems Need to Be Solved: Respect their caution, acknowledge people's needs, and set a timeline
When Things Get Tense: Practice patience and diplomacy to avoid shutting them down

STEADINESS

WORKING EFFECTIVELY WITH C

When Trying to Connect: Focus on the facts, avoid pushing them, and expect skepticism
When Problems Need to Be Solved: Show appreciation for their logic, but don't let them get bogged down
When Things Get Tense: Allow them time to process, and avoid becoming forceful or emotional

CONSCIENTIOUSNESS

[Go To Screenshots on slide 31](#)



Table Discussion : Groups of 3 or 4

How are interpersonal dynamics affecting my team?

How can DiSC® help? What practical action will I commit to?

00

Practical Tips for Building Collaboration

3. Go first
4. Be open & direct about your intent to collaborate
5. Pay attention to responses
6. Keep talking
7. Forgive quickly & respond generatively
8. Agree ahead of time on systems for conflict resolution
9. Conduct regular reviews and actively monitor relationships



**Teamwork is an
individual skill.**

**Whatever you're not
talking about is
running everything.**

“Cultures are built one relationship at a time and relationships are built one conversation at a time.”

**Communication is the
currency of leadership.**

To Your Success!

Thank You for Joining Us

Chris Henrichs & Colette Pellissier
Boon Health
www.Boon-Health.com



00
}

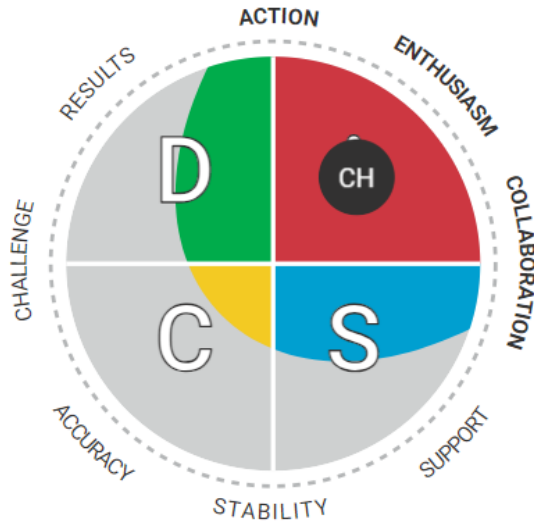
extras



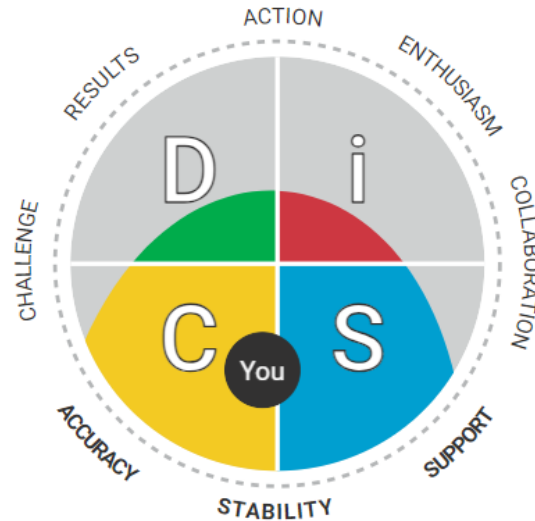
Catalyst Resources: Your Colleagues

Your maps together

To understand how you and Chris can better work together, start by checking out your DiSC® maps side by side.
How do your workplace priorities compare?



Chris's i style



Your CS style

Catalyst Resources: Your Colleagues

Your similarities & differences

Your DiSC assessments tell us a lot about what you and Chris have in common, and where you differ. Here are some highlights:



Similarities

You & Chris

- Have a strong nurturing side
- Are very positive
- Look for compromises
- Tend to be accommodating
- Are accepting

Differences

You

- Tend not to challenge people
- Tend to keep a low profile
- Are tactful
- Dislike having to be aggressive
- Are less structured

Chris

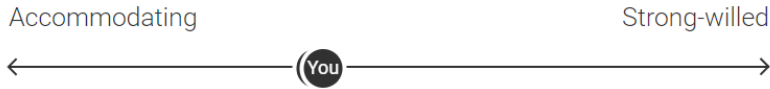
- Tends to challenge people
- Tends to keep a high profile
- Is frank
- Pushes back when pushed
- Is more structured



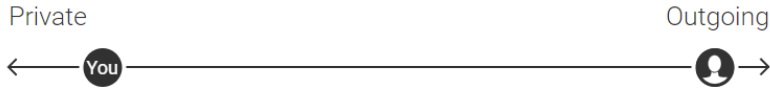
Catalyst Resources: Your Colleagues

Compare your tendencies

See how you and Chris compare on different continua.



[DETAILS](#) ▾



[DETAILS](#) ▾



[DETAILS](#) ▾



You're very focused on possibilities. Chris is somewhat focused on realities.

Colette's tendencies:

- Enjoys pursuing innovative ideas
- Prefers brainstorming over executing
- Tends to be a big picture thinker

Chris's tendencies:

- Wants to know the tangible benefits of an idea
- Prefers to use tested methods
- Likes a clear, concrete strategy



Catalyst Resources: Your Colleagues

Working together

Your traits and preferences can show up in all sorts of ways in different situations. Explore the scenarios below to learn more about how this might impact your relationship with Chris.

Tension

Connecting

Collaboration

Buy-in

What if things get tense?

Remember, you're somewhat tactful, and Chris is somewhat frank.
You're somewhat accommodating, and Chris is somewhat accommodating.

Benefits

- Chris tends to be straightforward, which may help surface important issues more quickly.
- You both probably appreciate each other's willingness to listen.

Roadblocks

- Chris may wish that you would speak your mind more often.
- You may both be tempted to downplay your own perspective to avoid making things tense.

Tips

- If you feel taken aback by something Chris says, point it out, and ask for clarification.
- Practice being more straightforward about your own needs.



Catalyst Resources: Your Groups

Sample Leadership Team

CKLL LH 5 people

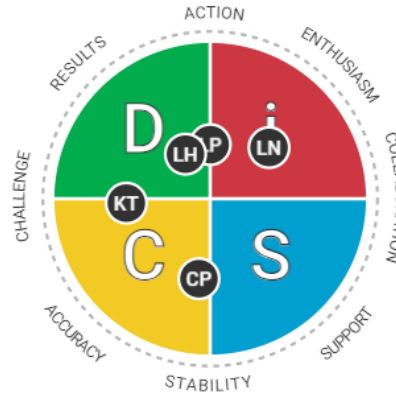
[EDIT GROUP](#)

Group map

Style insights

Group insights

Conversation starters



Group list (5 people)

Filter:

D (1)

i (2)

S (0)

C (2)

NAME ↑↓

STYLE ↑↓

[return](#)



Catalyst Resources: Your Groups

Sample Leadership Team #2

C S T E M P A 6 people

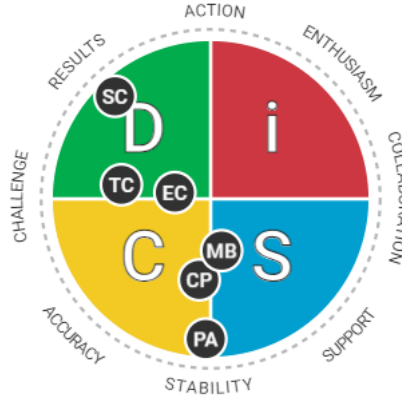
[EDIT GROUP](#)

Group map

Style insights

Group insights

Conversation starters



Group list (6 people)

Filter:

D (3)

i (0)

S (1)

C (2)

NAME ↑↓

STYLE ↑↓

[return](#)