

## Government Statutory Board Employs Lifeskills Institute's DISC Programme to Support Employee Transition to New Normal

### Key Outcome

- ① The programme has strengthened inter-personal awareness and self-efficacy among employees.
- ② The programme has developed a common organisational language that enhances team and department communication.
- ③ The programme has facilitated the development of leaders who possess the ability to empathise with organisational personality traits, and craft and communicate strategic plans in a way that leads to more employee buy-in.

### The Story

In response to the Covid-19 pandemic, the government statutory board underwent a significant restructuring of its people and work processes. During this period, employees were redeployed to urgent new roles to support the Covid response efforts. However, as the situation improved and the need for these emergency roles diminished, they recognized the importance of ensuring a smooth transition for its employees back to their original teams and work assignments.

To facilitate this transition, they engaged Lifeskills Institute to conduct virtual DISC workshops for each division, which consists of 15-25 employees. These workshops were designed to help employees understand their own communication and work styles, as well as those of their colleagues. By increasing self-awareness and improving interpersonal communication, the workshops aimed to promote a more cohesive and productive work environment. To date, Lifeskills Institute has conducted over 10 runs of the workshop, helping their employees successfully transition back to their original roles

### Objective



Develop employees' self awareness of individual preferences, strengths, limitations & motivations



Establish a common language within the organisation to aid in cohesive communication post-restructuring



Build understanding of internal and external stakeholders' personality traits and ways to relate effectively with colleagues of different traits

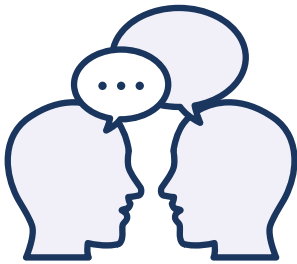
## The Solution



The virtual DISC workshop was conducted in two 2-hour-long sessions.



In Session 1, employees received personalized DISC reports to understand their strengths and weaknesses.



In Session 2, they learned to manage conflicts and assess group dynamics. The sessions were interactive, with breakout room discussions and group activities, and were tailored to the team/department they work in.

## The Outcomes

As a result of the virtual DISC workshop conducted by Lifeskills Institute, the employees have been able to quickly and smoothly transition back to work with their original teams, demonstrating increased inter- and intra-personal awareness, greater cohesiveness, and improved effectiveness. The workshop not only helped individual employees develop a better understanding of their own work styles, but also enabled them to gain insights into the communication and work styles of their colleagues.

Furthermore, the workshop provided leaders of the statutory board with a better understanding of their team's personalities, or "organizational DNA." Armed with this common language, leaders are better equipped to craft and communicate strategic plans that resonate with their employees and departments, leading to greater buy-in and overall success.



## Programmes Engaged

- DISC Workshop

# World's Largest After-School Learning Provider Enhances Quality Partnerships with Lifeskills Institute's Hiring and Personality Benchmarking Solutions

## Key Outcome

- ① Certified and better-trained recruiters are now able to identify stronger-fit and higher-quality franchise partners.
- ② The organization has adopted a comprehensive personality assessment tool called the 4-Dimensions Assessment to evaluate potential franchise partners for more effective long-term engagement.
- ③ The organization has developed a personality benchmark of the ideal candidate through data points from over 80 existing franchise partner.s

## The Story

In 2019, the world's largest provider of after-school learning programmes in Mathematics, English and Chinese set its sights on rapid expansion in Singapore. With more than 80 learning centers island-wide, the organization was seeking to open even more through a franchising learning model, targeting a potential market of over four million students in more than 50 countries.

As part of this expansion strategy, their Centre Setup & Recruitment Division was charged with selecting franchise partners, and in doing so, was in search of a solution to improve their hiring process to ensure quality partnerships. This was seen as essential to enable the enrichment provider to invest time, effort and money into the right partnerships, and sustain its rapid growth plan.

## Objective



Improve its partnership hiring process to recruit high-performing franchisees in a shorter amount of time



Identify quality franchisees with the right personality fit to ensure franchisor-franchisee synergy, longevity and success



## The Solution



After understanding the client's goals, Lifeskills Institute proposed a combined solution of 4-Dimensions Assessment and Personality Benchmarking to help the world's largest provider of after-school learning programmes identify high-quality Franchise Partners for sustainable growth.

The Centre Setup & Recruitment Division attended certification courses to use various tools to assess potential Franchise Partners' suitability through personality attributes. A 2-hour seminar on Personality and the 4-Dimensions tool was also conducted for existing Franchise Partners. These partners completed the 4-Dimensions assessment, generating actionable insights and data points for the client to create a personality benchmark.

The solution required candidates to complete the 4 Dimensions Assessment, evaluating them based on DISC Personality Styles, TEAMS, Workplace Values, and Behavioural Attitudes Index (BAI). This enabled the recruitment division to assess personality, behaviour, thought processes, and motivators to identify and support high-quality Franchise Partners.

## The Outcomes

Recruiters from the provider's Centre Setup & Recruitment Division are competent and certified in administering DISC Personality Style, TEAMS, Workplace VALUES and BAI as part of the 4-dimensions assessment to evaluate personality fit of and synergy with potential Franchise Partners.

The 4-dimensions assessment also served as a robust tool and framework within the recruiting process to more efficiently and accurately identify high-performing Franchise Partners in an objective way.

Through data analysis of over 80 existing Franchise Partners, the provider was also able to attain a breakdown of what constituted the ideal personality profile as a reference when recruiting new partners.



## Programmes Engaged

- 4-Dimensions Assessment
- Personality Benchmarking