

ADAPTABILITY@WORK

PARTICIPANT'S WORKBOOK

NAME:

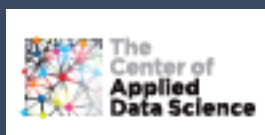


DELIVERED BY:

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CEO AND FOUNDER
QUANTUM SUCCESS GROUP



For



DAY 1

Exercise 1: Getting to know each other

Exercise 2: Personality Profiling

DISC is a psychometric and/or personality profiling tool which helps to assess and look at your natural behavioural style in a variety of formats.

Understanding who you are, what you can do, and what you have to offer is important, but there is more to the equation than that. You also need to know how to use all of that information in the way you work with others. That gives you the opportunity to find a field you can thrive in. You can use it to find work that would make the best use of all your talents. The DISC Assessment Tool can provide you with that knowledge. In addition, you can learn some of the best ways to succeed in the workplace and in other significant areas of your life.

Your DISC results will help you find a deeper depth of knowledge about yourself. It's not about changing **you**, but you may decide to make some daily adjustments to your DISC style. You may even find that you'd be better suited for a different job or role. *The final goal is to determine if there's something more you can do to succeed.*

When you are in a most relaxed state, please follow the instructions and attempt the DISC Personality Test by following the instructions below:

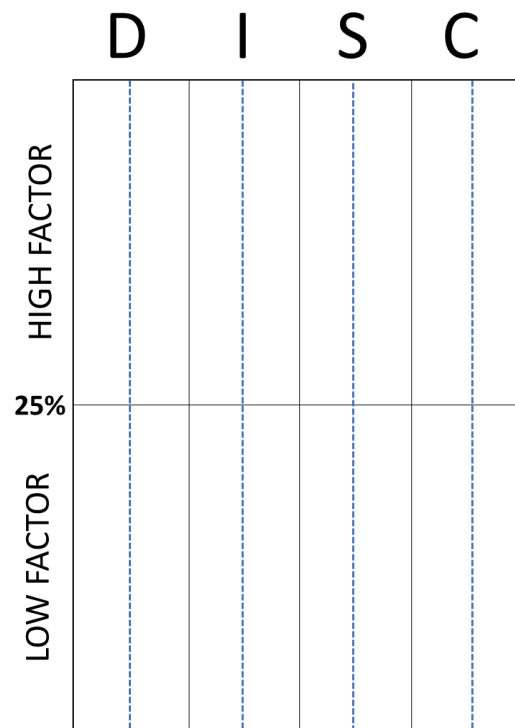
1. Got to <https://www.123test.com/disc-personality-test/>
2. Read the DISC personality test instructions
3. Start attempting the questionnaires honestly
4. Once completed, generate the simple report and record your personality results below – by percentage of score. DO NOT CLOSE YOUR GRAPH UNTIL YOU HAVE RECORDED YOUR RESULTS
5. Rank your personality type from the highest to the lowest score

Record your DISC results at:

<https://forms.office.com/Pages/ResponsePage.aspx?id=8pTDkfv8P0SrD2labM6l9E4oNE164U9AqSNtxsjio6lUQUdZOVBUSVY5R0k2MTMzM0dVTDVXRUXBOC4u>

	Personality Type			
	A: Dominance	B: Influence	C: Steadiness	D: Compliance
Personal Score (%)				
Rank				

Plot your DISC Graph:



Exercise 3: Group Challenge

Solve the following puzzle:

The islands of Zanga , Binoo and Biro Biro export fruits around the world. Can you work out in which sea or Ocean the islands are, and which island produces which fruit for which country?

Clues:

- Zanga is not in the Pacific Ocean, and its mangoes are not exported to the UAE
- Canada imports the coconuts, which are not from Binoo
- Biro Biro is in the Caribbean

	Indian	Pacific	Caribbean	Ireland	UAE	Canada	Coconuts	Mangoes	Pineapples
Zanga									
Binoo									
Biro Biro									
Coconuts									
Mangoes									
Pineapples									
Ireland									
UAE									
Canada									



DOMINANCE CHARACTERISTICS	
High Factors	Low Factors
Communicates by	
Motivated by	
Fears	
Management Style	
Additional Notes:	
INFLUENCE CHARACTERISTICS	
High Factors	Low Factors
Communicates by	
Motivated by	
Fears	
Management Style	
Additional Notes:	

STEADINESS CHARACTERISTICS	
High Factors	Low Factors
Communicates by	
Motivated by	
Fears	
Management Style	
Additional Notes:	

COMPLIANCE CHARACTERISTICS	
High Factors	Low Factors
Communicates by	
Motivated by	
Fears	
Management Style	
Additional Notes:	

Self-Reflection

A.) Three characteristics that best describe me: 1. 2. 3.	B.) I am good at:
C.) I am motivated by:	D.) I communicate by:
E.) I need support at:	

Exercise 4: Team-Reflection – “We” in the team challenge

Prepare a presentation sharing the experience working as a team incorporating what we have learned and apply **critical analysis** on personality profiling on the team’s behaviour during the challenge.

To start off, compile the team’s combined personality type:

Hint:

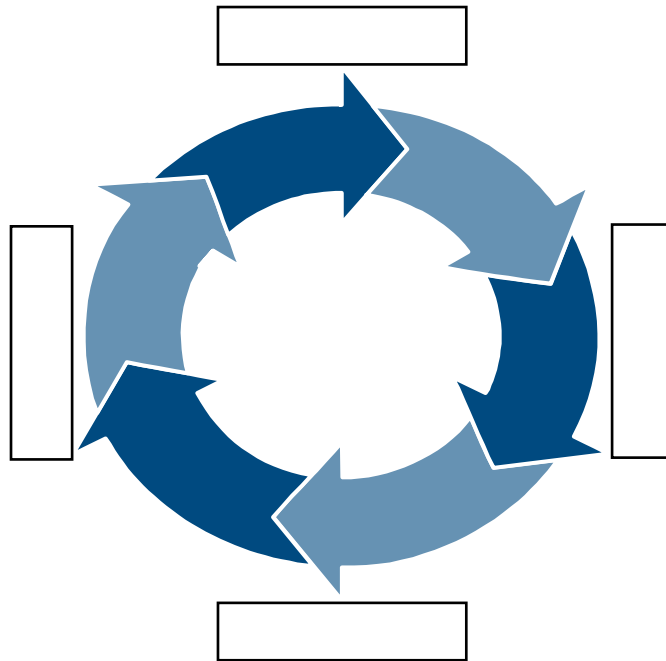
Think along the line of answering the following and *other additional* learning points that come to minds to share:

- How does your individual personality impact each other's performance?
- Would you be doing things differently as an individual vs as a team?

		Team Personality Score (%)			
		A: Dominance	B: Influence	C: Steadiness	D: Compliance
TEAM MEMBERS	1.)				
	2.)				
	3.)				
	4.)				
	5.)				
	6.)				
	7.)				
	8.)				
	9.)				
Team Average Score (%)					
Rank					

- How did you approach these challenges as a team?
- What are your strengths & weaknesses as a team?
- What's your typical communication style as a team?
- How do you motivate each other?
- How was the team being managed?
- How does the team act under pressure?
- Any change in behaviour observed from start till end of the challenge?

Tuckman's Team Development Model



Day 1 Reflection

1. What do you enjoy the most about today's learning?
2. What are the new things you learn today that you were not aware of before?
3. How would you start applying what you have learned?

DAY 2

Exercise 5: Matching Game – Recognizing your colleagues at work


Identify the characteristics of D,I,S,C profiles and classify them accordingly below:

Matching Game – Recognizing your colleagues at work


Refer to your workbook to complete the game

Match the characteristics to D, I, S, C appropriate columns

Softer way of speaking	Impatience with small talk	Quick decision-making	Interest in forming personal relationship
Tendency to make small talk	Private, reserved	Easily excited with your ideas	Spontaneous & flexible
Attentive listener	Straight forward	Willingness to take risks	Calm & gentle
Stick to familiarity	Ask detailed questions	Reliance on logic & facts	Discomfort with small talk

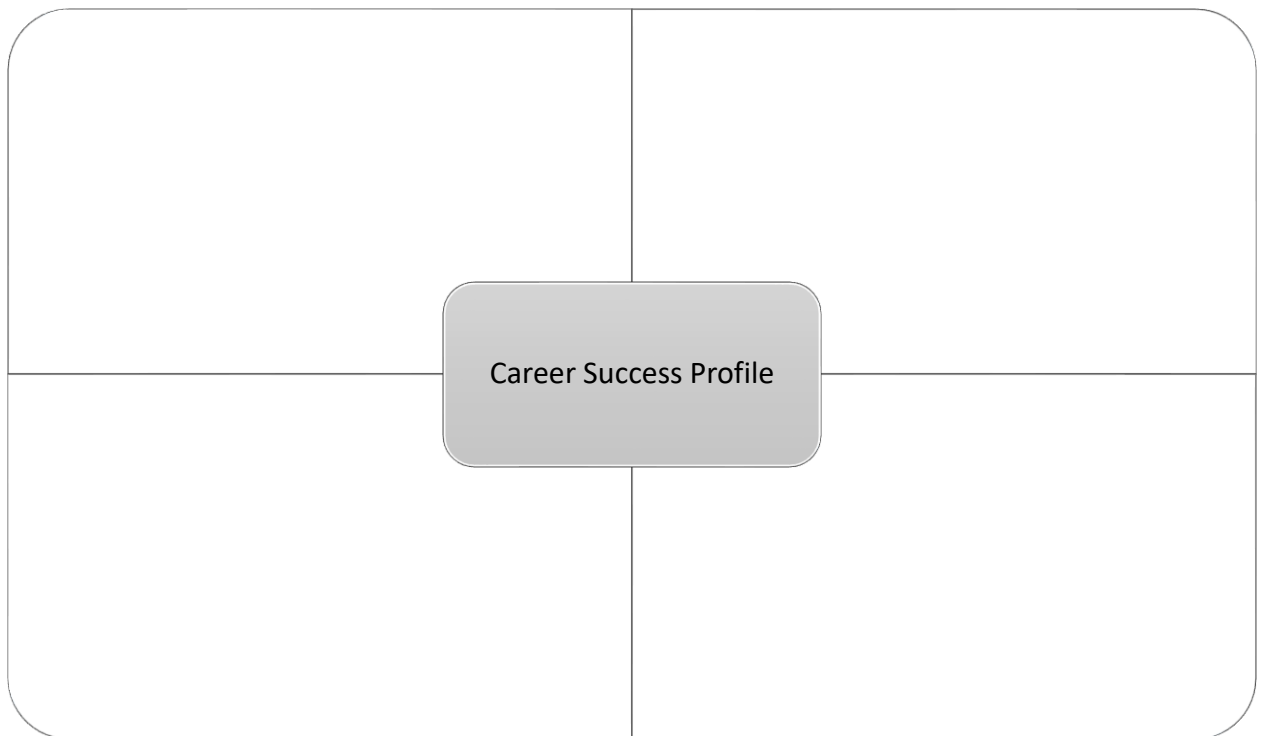


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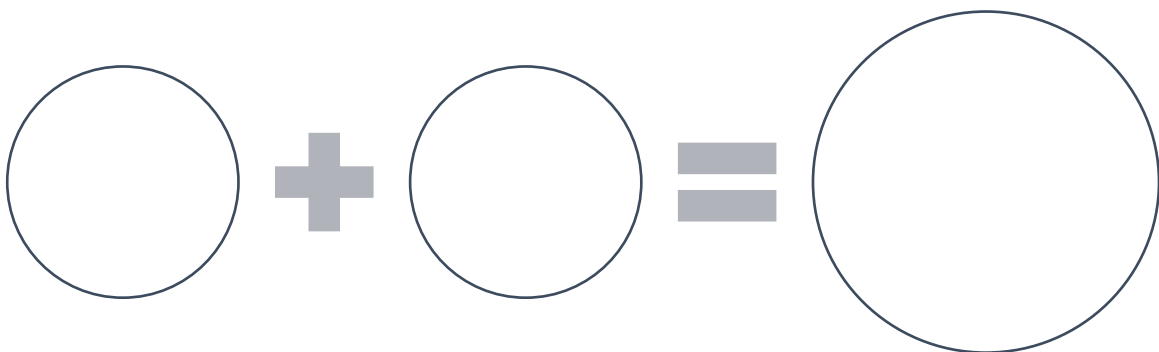


DOMINANCE	INFLUENCE	STEADINESS	COMPLIANCE

Quadrant of Career Success Profile



Values Equation



List of Values

Accountability	Diligence	Honesty	Results-oriented
Accuracy	Discipline	Honor	Rigor
Achievement	Discretion	Humility	Security
Adventurousness	Diversity	Independence	Self-actualization
Altruism	Dynamism	Ingenuity	Self-control
Ambition	Economy	Inner Harmony	Selflessness
Assertiveness	Effectiveness	Inquisitiveness	Self-reliance
Balance	Efficiency	Insightfulness	Sensitivity
Being the best	Elegance	Intelligence	Serenity
Belonging	Empathy	Intellectual Status	Service
Boldness	Enjoyment	Intuition	Shrewdness
Calmness	Enthusiasm	Joy	Simplicity
Carefulness	Equality	Justice	Soundness
Challenge	Excellence	Leadership	Speed
Cheerfulness	Excitement	Legacy	Spontaneity
Clear-mindedness	Expertise	Love	Stability
Commitment	Exploration	Loyalty	Strategic
Community	Expressiveness	Making a difference	Strength
Compassion	Fairness	Mastery	Structure
Competitiveness	Faith	Merit	Success
Consistency	Family-orientedness	Obedience	Support
Contentment	Fidelity	Openness	Teamwork
Continuous	Fitness	Order	Temperance
Improvement	Fluency	Originality	Thankfulness
Contribution	Focus	Patriotism	Thoroughness
Control	Freedom	Perfection	Thoughtfulness
Cooperation	Fun	Piety	Timeliness
Correctness	Generosity	Positivity	Tolerance
Courtesy	Goodness	Practicality	Traditionalism
Creativity	Grace	Preparedness	Trustworthiness
Curiosity	Growth	Professionalism	Truth-seeking
Decisiveness	Happiness	Prudence	Understanding
Democraticness	Hard Work	Quality-orientation	Uniqueness
Dependability	Health	Reliability	Unity
Determination	Helping Society	Resourcefulness	Usefulness
Devoutness	Holiness	Restraint	Vision
			Vitality

Exercise 6: Lao Tzu's Saying

Fill the saying below

WATCH YOUR _____

FOR THEY BECOME _____

WATCH YOUR _____

FOR THEY BECOME _____

WATCH YOUR _____

FOR THEY BECOME _____

WATCH YOUR _____

FOR THEY BECOME _____

WATCH YOUR _____

FOR IT BECOMES YOUR _____

Exercise 7: Situational Judgement Analysis

1. Scenario 1:

You updated in an inter-department meeting on customer analytics. The presentation showed that two other departments are under-performing in their areas of responsibilities.

After this meeting, your senior colleagues from the two departments confronted you on how the presentation has badly affected their reputations, and that they will not easily share the requested data with you in the future. You were also asked not to share such “bad news” anymore without their permission.

What would you do?

- A. Report this incident to your immediate superior to get his/her support to resolve this.
- B. Change the way you present the information to only show positive results so that no one will be affected.
- C. Find other ways to get the information so that you can still do the update, because it is important that the result is shared.
- D. Meet the two senior colleagues and tell them that in the future, you will inform them before the meeting, to get themselves prepared.

2. Scenario 2:

In the rush of chasing for revenue, it was found that your colleague has issued the quotation to a customer before completing all the approval process. Your colleague won the tender and back-tracked the process to get all the paper work and approval done causing potential major audit issues.

What actions do you suggest to be taken on your colleague?

- A. Issue warning letter to him/her
- B. Do nothing, in support of his/her resourcefulness to get around the red tape and deliver results
- C. Terminate him/her

What to do with the customer?

- A. Inform the customer that this is an invalid deal
- B. Honor the deal anyway
- C. Inform the customer of the issue and review the quotation

3. Scenario 3:

Maryam is your colleague and she has an online clothing business. She has already made business declaration to the organisation. During the month of Ramadhan, she uses office email to market the clothing to other colleagues & her customers. She also conducts the business activities such as taking orders, showing samples and delivering goods to her colleagues during office hours. Her personal business did not impact her performance at work.

In your opinion, how should you handle this situation?

- A. Do nothing
- B. Advise Maryam not to use the office email for her business
- C. Advise Maryam to conduct her business activities only after office hours
- D. Advise Maryam not to conduct the business activities using company's resources, i.e. do not target colleagues at work during business hours, not to use office email & tools and not to conduct customer handling during office hours
- E. Escalate this incident to Maryam's boss to let them decide if actions should be taken on Maryam
- F. Encourage more people to be entrepreneurial like Maryam

4. Scenario 4:

From your analysis, you discovered that there are many over-claimed cases in a department, under the care of a specific Supervisor. Upon inquiry, it was found that the Supervisor has delegated the claim approval task to an administration staff. The Supervisor is clueless about all the over-claimed cases.

Disciplinary action to be taken on:

- A. The staff who had over claimed
- B. The supervisor
- C. The administration staff
- D. The staff who had over claimed and the supervisor
- E. The staff who had over claimed and the administration staff
- F. The staff who had over claimed, the supervisor and the administration staff

5. Scenario 5:

You are responsible for product, service & handheld device testing analysis. Part of your responsibility is to manage the stocks of devices. The devices in stock are kept for a maximum period of 2 years, after which will be replaced with newer models.

One day you discovered that one device was missing. You reported this to your superior. She advised that since the device is reaching it's 2 years cycle, you should just wait for the new replacement stock to come in.

What would you do?

- A. Follow your superior's advice and wait for the new replacement stock, and be more careful in managing the device stocks in the future.
- B. Follow your superior's advice, but immediately make a police report on the missing phone and keep it in file for future references.
- C. Follow your superior's advice, and proactively come out with a guideline & procedure for your team, to ensure that such case will not happen again.
- D. Find out about the proper process & procedure on device stocks management affected in your work scope, and follow through accordingly.

6. Scenario 6:

An important high paying customer is buying a very profitable service from your company but according to your analysis the customer is only using part of the service effectively. As the customer is very loyal, they have not checked prices with other competitors. It is possible for your team to create a service package which is not as profitable but will be more affordable and will only have the services the customer needs. The customer has not complained about the pricing so far. What action should you take?

- A. Don't do anything
- B. Advise the customer privately about the price difference and ask him to request for reduction
- C. Add more services to the current package so that the customer receives more value for money without informing the customer of the option to get reduction
- D. Advise sales & marketing team to work with the customer to study his requirements and understand the exact services he requires and offer him a package based on the exact requirement even if it means lower revenue from the customer

Career Roadmap

Stage1:	Stage 2:	Stage 3:	Stage 4:
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