

20/20 Insight
Special Confidential Report
for

Rick Stamm

DiSC Certification Feedback

June 18, 2004

Prepared under license by:
The TEAM Approach

DiSC Certification Feedback
Category Summary - Effectiveness/Importance

Rick Stamm

1 2 3 4 5 6

Effect

Imp

1. Communication

3% 15% 50% 32%

Avg:	5.09	5.34
SELF:	4.75	5.25
Part:	5.04	5.24
01Jul:	4.90	5.30
01Oct:	5.42	5.58
02Feb:	5.10	5.20
02June:	5.20	5.53
02Sept:	5.05	5.60
03Jan:	5.40	5.60
03Apr:	5.20	5.25
03June:	4.33	4.87
03Oct:	5.30	5.60
04Jan:	5.07	5.40
04Mar:	5.20	5.00

2. Group Process

4% 20% 39% 37%

Avg:	5.07	5.23
SELF:	5.20	5.40
Part:	4.91	5.04
01Jul:	4.60	4.80
01Oct:	5.00	4.89
02Feb:	5.11	5.22
02June:	4.92	5.17
02Sept:	5.06	5.56
03Jan:	5.67	5.89
03Apr:	5.16	5.40
03June:	4.45	4.83
03Oct:	5.44	5.44
04Jan:	5.42	5.53
04Mar:	5.38	5.10

3. Structure

1% 1% 3% 12% 42% 41%

Avg:	5.16	5.40
SELF:	5.00	5.33
Part:	4.90	5.13
01Jul:	5.17	5.33
01Oct:	5.33	5.83
02Feb:	5.00	5.33
02June:	5.11	5.44
02Sept:	4.91	5.50
03Jan:	5.67	5.67
03Apr:	5.58	5.58
03June:	4.11	5.11
03Oct:	5.58	5.50
04Jan:	5.88	5.89
04Mar:	5.33	5.17

1 2 3 4 5 6

DiSC Certification Feedback

Category Summary - Effectiveness/Importance (cont'd.)

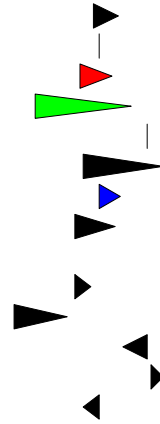
Rick Stamm



Effect

Imp

4. DiSC Knowledge



Avg:	5.45	5.65
SELF:	5.50	5.50
Part:	5.35	5.60
01Jul:	5.00	5.75
01Oct:	5.88	5.88
02Feb:	5.38	6.00
02June:	5.50	5.67
02Sept:	5.31	5.63
03Jan:	6.00	6.00
03Apr:	5.31	5.44
03June:	4.83	5.25
03Oct:	5.88	5.69
04Jan:	5.91	6.00
04Mar:	5.50	5.38



DiSC Certification Feedback

Item Ratings - Relationships/Comments

Rick Stamm

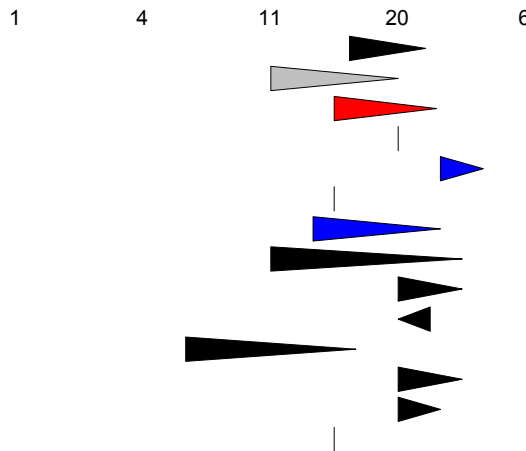
1 2 3 4 5 6

Effect

Imp

1. Holds participants' interest when presenting ideas or information.

(Communication)



	Effect	Imp
Avg:	4.62	5.21
SELF:	4.00	5.00
Part:	4.50	5.30
01Jul:	5.00	5.00
01Oct:	5.33	5.67
02Feb:	4.50	4.50
02June:	4.33	5.33
02Sept:	4.00	5.50
03Jan:	5.00	5.50
03Apr:	5.25	5.00
03June:	3.33	4.67
03Oct:	5.00	5.50
04Jan:	5.00	5.33
04Mar:	4.50	4.50

What you LIKE:

Behaviors or conditions you hope will continue

- *Calm, open environment with freedom to make comments and ask questions*
- *Rick listened to the responses of his audience and asked questions to solicit additional information.*
- *relaxed*
- *poised*
- *articulate*
- *clear and effective materials*
- *interactive activities*
- *Breadth of knowledge...did not hurry group but allowed learning to develop.*
- *Very relaxed training room facility led to a very relaxed facilitator*
- *I enjoyed the laid-back atmosphere, and the personal connection Rick made with the participants. He was very easy to listen to.*
- *Real examples from clients he's worked with that make the model real to me.*
- *The class days were filled with new information and activities. Rick delivered the information with moderate enthusiasm. He definitely knew his stuff though!*
- *I enjoyed the fact that there were several SME's involved in our DiSC session. And feel we benefited from hearing from the participants that were already using and presenting the DiSC materials.*
- *He gave all the time needed to explain any point asked-did not rush*
- *Does a lot of review. Has group participation and willing to share his knowledge. Uses good real life examples.*
- *The concepts were presented in a variety of ways supported by the handouts*
- *Rick did a nice job holding my attention. I appreciated that he added the activities. It not only helped me to stay focused on the discussion, it also was a great time to experience the activities for future reference.*
- *The presentation was based on current information and older products. I liked the way it was presented in a direct and systematic manner yet was personalized with anecdotal references.*

1 2 3 4 5 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Behaviors or conditions you hope will continue (cont'd.)

- *The thing that attracted me to this course is the knowledge of understanding your fellow co-workers as well as you mate.*
- *Good balance of pace and personal interest.*
- *Rick really knows this subject well and is able give lots of examples and stories.*
- *Examples and stories of how Rick can relate to the different models, especially the examples from his own life.*
- *Rick provides an abundance of information which holds our attention because we're learning so many new things.*
- *Group was small and most knew Disc, so presentation was not typical to a standard session*
- *Variety in presentation formats. Videos were great. Powerpoint was helpful, though it would help to have a clearer idea of which ones Rick sees as high priority.*
- *Rick was certainly pleasant and welcoming*
- *friendly,laid back, takes time to listen and answer questions from group .. very knowledgeable about DiSC, encourages class participation ... our group was very small, but we all had a good rapor..diverse group..we were all different in our DiSC reading which made it interesting*
- *Examples of real life consulting he has done*
- *Extremely knowledgeable about the products and how to use them.*

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- *More telling than experiencing*
- *I wasn't bothered by anything*
- *Slower pace, not as much involvement as anticipated*
- *none - no part of the presentation bothered me*
- *Some of the participants were talking amongst themselves and made it hard to hear Rick sometimes. Rick allowed this to occur. I wish he would have stopped this from happening.*
-
- *Pacing - at times some parts drug on. I liked the counterbalance of Susan to Rick, but Susam was often out of the session.*
- *Maybe take the enthusiasm up a notch. Especially the second day when the information got a little more redundant.*
- *At times, it was difficult the keep a train of thought when facilitation seemed to slip from Rick to Susan. In the beginning of the session, I believe the framework was laid out that Susan and the other Team Approach attendees, were "participants" And frequently, Susan took on the role of facilitator. No complaints here..and the info learned was valuable, but it was somewhat distracting trying to analyze what was being said (ie. Is this a facilitator message, or a participant message) I hope I'm being clear on what I'm mentioning.*

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Behaviors or conditions that bother you and why (cont'd.)

- Nothing.
- At times finding out who you really are can be a difficult thing to swallow, but it is all apart of the learning process.
- The pace was a little bit slow for me.
- I generally don't like getting off track of the subject, but Rick did not do this.
- To me, Rick sometimes assumes that people know more than what we actually know. When he's flying by imparting his knowledge on the information highway --in his 'Vette--some of his students are just chugging along in our '54 Beetle.
- Big picture of the training process was never clear to me. It was more of a "now this" style of presentation. Rick's familiarity with DiSC seemed to lead him to assume we were just as familiar with it and all the variations in how it can be used.
- Presentations were somewhat dry and uninteresting.
- Behaviors - none
- Conditions - a little cold in the room
good refreshments!
- Rick's facilitation style is too slow and methodical. It was hard to remain focused.

What you WANT:

Improvements that you desire

- Would be helpful to experience the 1/2-day DiSC seminar and then show options on facilitating it
More experiencing and discussing than listening
- I would be interested to see if Rick is different when he is presenting to front-end users rather than to facilitators. This could be helpful to me in honing my own presentation style. I imagine that he was a little more laid-back with us than he might be in front of a group of people with no background in DiSC. I'm not sure how he'd have shown us any of the differences, though, short of showing us recorded presentations.
- Little too much lecture without opportunity for discussion, questions and interaction. There was much discussion, but timing of when it occurred needed to be more frequent (and optys for spontaneous ideas from participants). Please keep in mind this critique is given from the perspective of a very satisfied participant - this feedback is only about reaching next plateau to outstanding facilitation. I was very fulfilled by Rick's DiSC training.
- A faster past would be beneficial; give more of an overview of the two days (topics, time time table, etc.) so that we are aware of where things are going and how they connect together; more interaction and humor
- Perhaps a little more enthusiasm when delivering material
- None.
- Keep energy high and don;t let the discussion languish. Finer points for people who need more detail could be discussed one-on-one.
- If an instance were to occur again where Team Approach reps sit in on a session to Audit or to re-up their skills. Set the stage for the audience so the expectations are clear on who has what role. Possibly introduce Susan as a Co-Facilitator instead of a participant.
- Nothing.

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Improvements that you desire (cont'd.)

- I want to be able to sharpen my weaknesses as well as polish my strength's.
- Hold interest more by doing activities.
- I would have liked a little more interaction with the other participants.
- Perhaps to get participants more in line with what is being described, the facilitator can ask participants if they have any examples of the TYPE or BEHAVIOR being presented (ie in people they know).
- Not so many assumptions on Rick's part; check for understanding a little more frequently--especially when it comes to internet based materials.
- Develop a faster paced and higher energy style
- Maybe a larger group for participation sake.

- Training style should be reflective of material taught. Trainer should adjust to different styles.
- He could spice up his delivery to hold the participants attention. He needs to make it more fun.

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

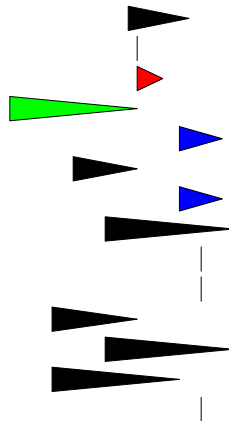
Rick Stamm

1 2 3 4 5 6 Effect Imp

2. Gives clear and concise instructions for exercises and other activities.

(Communication)

2 9 21 10



	Effect	Imp
Avg:	4.93	5.40
SELF:	5.00	5.00
Part:	5.00	5.20
01Jul:	4.00	5.00
01Oct:	5.33	5.67
02Feb:	4.50	5.00
02June:	5.33	5.67
02Sept:	4.75	5.75
03Jan:	5.50	5.50
03Apr:	5.50	5.50
03June:	4.33	5.00
03Oct:	4.75	5.75
04Jan:	4.33	5.33
04Mar:	5.50	5.50

What you LIKE:

Behaviors or conditions you hope will continue

- I enjoyed the opportunity to hear about various activities he uses in his workshops
- I liked that we were given a task and then Rick gave us other options for using the it given different circumstances.
- the activities involved different "games";
our group was small, but he explained how to maximize interactions in a large group; activities weren't just busy work, they really did lead to a better understanding of the DiSC concepts.
- Directions, typically, were clear,
- Very easy to understand
- Rick repeated the instructions for the exercises and followed up to make sure everyone understood what to do.
- I had no problem following what Rick wanted me to do.
- When there were multiple steps, the list of directions on PowerPoint was helpful.

- Had very good exercises.
- Rick did a nice job of giving instructions. He matched the amount of instruction to the group (not too much or too little).
- Good instructions. Follow through with groups.
- Great atmosphere
- Effective teaching methods
- The variety of exercises and activities are wonderful. His depth of knowledge of the material is so helpful.
- Good, varied exercises that were well-thought-out and helped reinforce learning
- Exercises were good, helped to put abstracts into real practice.

What you DON'T LIKE:

Behaviors or conditions that bother you and why

1 2 3 4 5 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Behaviors or conditions that bother you and why (cont'd.)

- I would have preferred to have had a taste of many rather than skimming over some and going too far in detail into others
- ----
- Perhaps too detailed at times with directions
- Again, some participants made it hard to hear the instructions Rick was giving.
- None
- On day two I felt he assumed the homework assignment was done and did not ask if we had questions
- Sometimes the steps or goals were unclear
- He moved a bit quickly on some of the exercises.
- Nothing
- N/A
- none
- Again, with his deep knowledge and many, many years working with the material, he can tend to go too fast and make too many assumptions that has the new learner wondering a little.
- Instructions were sometimes less clear than needed, perhaps because exercises were modified for our small group.
- We covered so much ground we were always in a hurry. Some exercises we didn't even discuss or finish. Retention will be poor on those.

What you WANT:

Improvements that you desire

- ----
- Briefly indicate purpose (goal) of exercise and subsequent review, as needed, of the "how to's" as you visit each group.
- Perhaps give an overview and then add details and necessary next steps as you go
- None
- Continue as is
- More time going over the assignment on role behavior
- Why we're doing it and how to do it
- Nothing
- N/A
- I personally did not have any trouble following directions given - but it seems like there were 1 or 2 times that others were having trouble - I think when talking about the DiSC scale or tally box.
- None
- Again, more frequent checks for understanding. Keep bringing on the new and expanded material.
- Simplify instructions, especially if adapted for different groups.
- Need clearer directions and repeat them -- ask if people understand them
- Take time to give clear instructions. Don't assume we know much about DiSC.

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

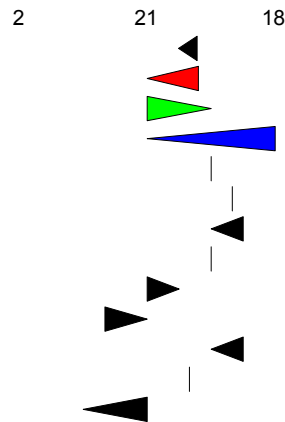
Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1 2 3 4 5 6 Effect Imp

3. Maintains appropriate eye contact with participants.

(Communication)



	Effect	Imp
Avg:	5.39	5.24
Part:	5.40	5.00
01Jul:	5.00	5.50
01Oct:	6.00	5.00
02Feb:	5.50	5.50
02June:	5.67	5.67
02Sept:	5.75	5.50
03Jan:	5.50	5.50
03Apr:	5.00	5.25
03June:	4.67	5.00
03Oct:	5.75	5.50
04Jan:	5.33	5.33
04Mar:	5.00	4.50

What you LIKE:

Behaviors or conditions you hope will continue

- Rick does a nice job of engaging the participants.
- Very effective and engaging.
- Great job, thank you!
- Rick was very comfortable with the information he was presenting, and that was obvious by his eye contact.
- Continue as he is.
- Informality of approach is welcomed.
- Rick treated all openly and respectfully
- Keeps your interest
- Rick is really good about making eye contact with all participants
- Involves good solid body language which supports and enhances learning techniques

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- Nothing
- Nothing.
- N/A
- none

What you WANT:

Improvements that you desire

- None
- N/A
- none

1 2 3 4 5 6

DiSC Certification Feedback

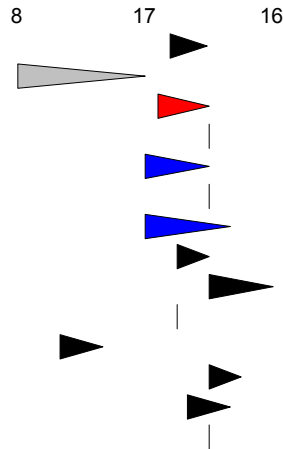
Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1 2 3 4 5 6 Effect Imp

4. Speaks clearly and audibly.

(Communication)



Avg:	5.20	5.49
SELF:	4.00	5.00
Part:	5.10	5.50
01Jul:	5.50	5.50
01Oct:	5.00	5.50
02Feb:	5.50	5.50
02June:	5.00	5.67
02Sept:	5.25	5.50
03Jan:	5.50	6.00
03Apr:	5.25	5.25
03June:	4.33	4.67
03Oct:	5.50	5.75
04Jan:	5.33	5.67
04Mar:	5.50	5.50

What you LIKE:

Behaviors or conditions you hope will continue

- Fine
- Very skilled.
- Rick made the atmosphere very comfortable with his demeanor.
- COntinue as he is.
- Nice job.
- Making client feel comfortable asking questions and participating in class room setting
- Rick's high energy and enthusiasm are well communicated in the way he speaks. This engages participants and keeps us interested.
- The smallness of the group of participants and the size of the room lends itself to good acoustics for the session.

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- Sometimes Rick was a little too laid back.
- none
- N/A

What you WANT:

Improvements that you desire

- At times, more confidence could have been displayed
- Nothing.
- The air conditioner sometimes made it a little more difficult to hear.
- Because Rick is c/s - he is low key. Nothing that really bothered me.
- none
- N/A

1 2 3 4 5 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

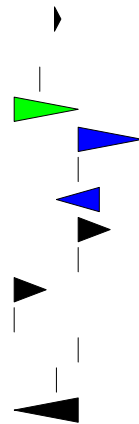
Rick Stamm

1 2 3 4 5 6 Effect Imp

5. Uses words that participants understand.

(Communication)

2 24 15



Category	Effect	Imp
Avg	5.32	5.37
SELF	6.00	6.00
Part	5.20	5.20
01Jul	5.00	5.50
01Oct	5.50	6.00
02Feb	5.50	5.50
02June	5.67	5.33
02Sept	5.50	5.75
03Jan	5.50	5.50
03Apr	5.00	5.25
03June	5.00	5.00
03Oct	5.50	5.50
04Jan	5.33	5.33
04Mar	5.50	5.00

What you LIKE:

Behaviors or conditions you hope will continue

- Continue
- He was willing to go into detail when we asked questions that he hadn't necessarily planned to cover, such as the psychological underpinnings of DiSC and its origins.
- Very comfortable with intellectual level of interaction.
- Rick explained any terminology the group did not understand.
- Things are explained very well, even the new DiSC vocabulary!
- Explained the DiSC language - which is very important in carrying DiSC back to our companies.
- same information
- Explaining background of DiSC.
- Great job of using the DiSC language and for putting a positive spin on some of the descriptors that could be seen as negative

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- Nothing
- N/A
- none

What you WANT:

Improvements that you desire

- None
- N/A
- Fine
- none

1 2 3 4 5 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

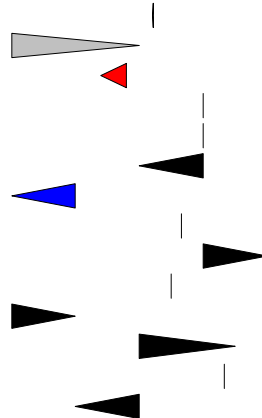
Rick Stamm

1 2 3 4 5 6 Effect Imp

6. Remains flexible when changes in the lesson plan or schedule are necessary.

(Group Process)

1 7 16 13



Item	Effect	Imp
Avg	5.11	5.11
SELF	4.00	5.00
Part	4.90	4.70
01Jul	5.50	5.50
01Oct	5.50	5.50
02Feb	5.50	5.00
02June	4.50	4.00
02Sept	5.33	5.33
03Jan	5.50	6.00
03Apr	5.25	5.25
03June	4.00	4.50
03Oct	5.00	5.75
04Jan	5.67	5.67
04Mar	5.00	4.50

What you LIKE:

Behaviors or conditions you hope will continue

- Great job of being flexible
- Calm and flexible
- Met our needs and pace.
- Rick was open to taking breaks and revisiting information if needed.
- The fact that no question was unimportant. He very readily took time to discuss whatever a participant raised, and was especially sensitive to facilitation questions.
- Depending on the audience's grasp of the topic, it is very desirable to remain flexible and change the schedule if need be.
- While I would have been irritated by certain foibles that went wrong, Rick remained matter-of-fact and went on. I'll have to work on that.
- I really have no idea how to respond to this one
- I liked the way Rick paced the sessions.
- Rick was able to accomodate requests for breaks and for some participants who needed to leave early.
- Rick allowed us to go off on tangents at times within a reasonable amount of time and if it became too lengthy, he would professionally bring us back to the task at hand.
- Because our group was small we were able to finish early. Other than that, I wasn't aware of any scheduling problems or accomodations.

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- Nothing
- Again, just remain aware of total audience, so that if it's a question for one individual but not the whole class - you don't belabor a point and let the rest of the class feel they're missing out on content of more interest to them.
- N/A
- He was open to questions, but it felt a bit rushed at the end.

1 2 3 4 5 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Behaviors or conditions that bother you and why (cont'd.)

- *Wasn't clear to me what the lesson plan was, so it was hard to tell when we varied from it.*

What you WANT:

Improvements that you desire

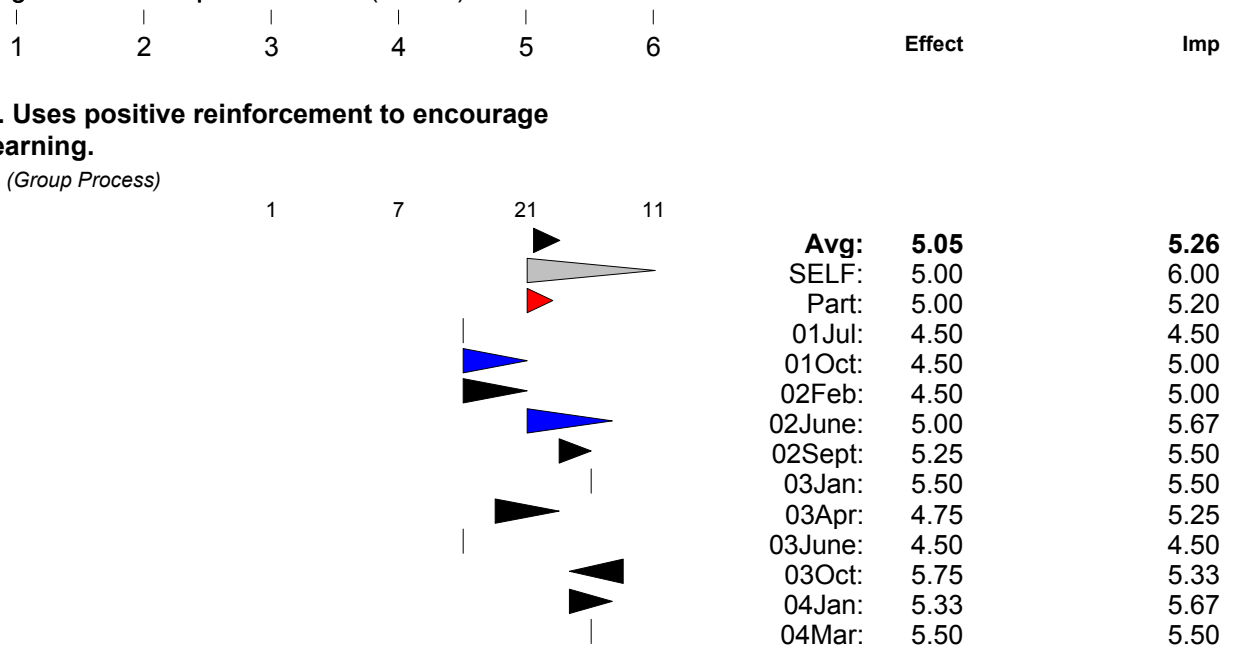
- *Perhaps a break on Tuesday morning would have been beneficial, be flexible to trainees' needs - it was getting a bit long and detailed - that was too much for me*
- *Great!*
- *None*
- *See above.*
- *N/A*
- *I felt we spent too much time on the videos rather than focusing on other questions or issues participants might have had.*
- *As facilitator, make decisions about changes in presentation approach and go with them. No need to puzzle through modifications out loud.*
- *None -- particularly good job*

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm



What you LIKE:

Behaviors or conditions you hope will continue

- struck the right note of positive reinforcement
- Very positive, felt good about my style overall, felt like I was growing in my knowledge and wanted to continue to learn and grow
- The setup of the model was excellent in that he is very adamant that every facilitator validate every style as having worth and strengths. He set the expectation that we are to do the same, and nothing less than that is right.
- Very accepting of responses by audience. Encourages participants to share ideas.
- Environment of class and tone of Rick were very effective.
- Rick's positive reinforcement is effective and is more in the form of a free, safe environment that encourages participation (rather than using enthusiastic reinforcement)
- Rick is very warm and personable.
- One of Rick's biggest assets, supports the group and learning process with constructive feedback
- Rick was very encouraging and made sure we knew what we were doing.

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- Nothing
- N/A
- Nothing.

What you WANT:

Improvements that you desire

- Would have liked more time to go over real life scenerios to illustrate the DiSC system
- N/A
- Rick is very good in this area...a marginal sugestion would be more non-verbal encouragement.

1 | 2 | 3 | 4 | 5 | 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Improvements that you desire (cont'd.)

- None

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

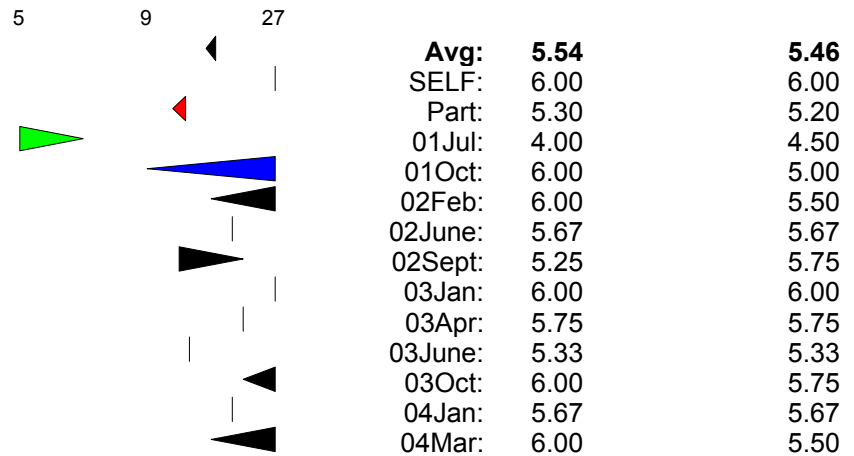
Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1 2 3 4 5 6 Effect Imp

8. Suggests ideas and shares information that may be helpful to participants.

(Group Process)



What you LIKE:

Behaviors or conditions you hope will continue

- I appreciate all the ideas and support Rick and Susan provide. What awesome role models.
- the group shared experiences and Rick built upon them
- Thanks for sharing many ideas and especially all of the resources available on the website. Although I have checked out the website quite extensively, there was some information and that I hadn't explored yet.
- Rick is a storehouse of information, which he readily shares.
- Rick gave great ideas and feedback for things we could do back at work to apply what we learned.
- Good examples of how and when to use certain types of scales and activities used by Rick in holding sessions.
- Rick was always telling relevant stories. Made the information more genuine and put a face on it. Rick did this particularly well.
- A ton of helpful information
- Very open and willing to share. Gives real life examples.
- gives suggestions/ideas to clients to present to their prospective clients
- Rick is very experienced with DiSC and in working with people, so he has lots of ideas and helpful information.
- Rick, Susan, and The TEAM Approach organization are ALL outstanding in providing tons of additional materials, ideas, and applications. That's a real added value!
- It was very helpful to hear the stories and personal examples. It tied things together.
- I enjoyed getting additional information along with options for usage.
- Rick is very knowledgeable and eager to share his expertise. I hope he continues to remain so open to participants' questions, concerns, examples and ideas.
- Rick was great about giving suggestions or information that could be helpful to us in working with our audiences.

1 2 3 4 5 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Behaviors or conditions you hope will continue (cont'd.)

- *getting his entire presentation on CD and in the binder he gave great examples of things we should anticipate in our own presentations*
- *Wonderful at doing this.*
- *I liked the various ideas that he had.*

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- *Nothing*
- *N/A*
- *Sometimes too much watching and listening, rather than discussing and experiencing. Soemtimes could not follow the organization, e.g., Where does this fit in? What is the point?*
- *Hard to keep all the components/videos straight without a big picture framework. When the info is new and you have a "pile" of details, you're trying to develop the framework in your mind.*
- *Don't try so hard to be all things to all people. DiSC cert class would benefit from having a clearer core focus.*
- *I felt like we could have spent more time on this area for those of us that aren't so creative.*

What you WANT:

Improvements that you desire

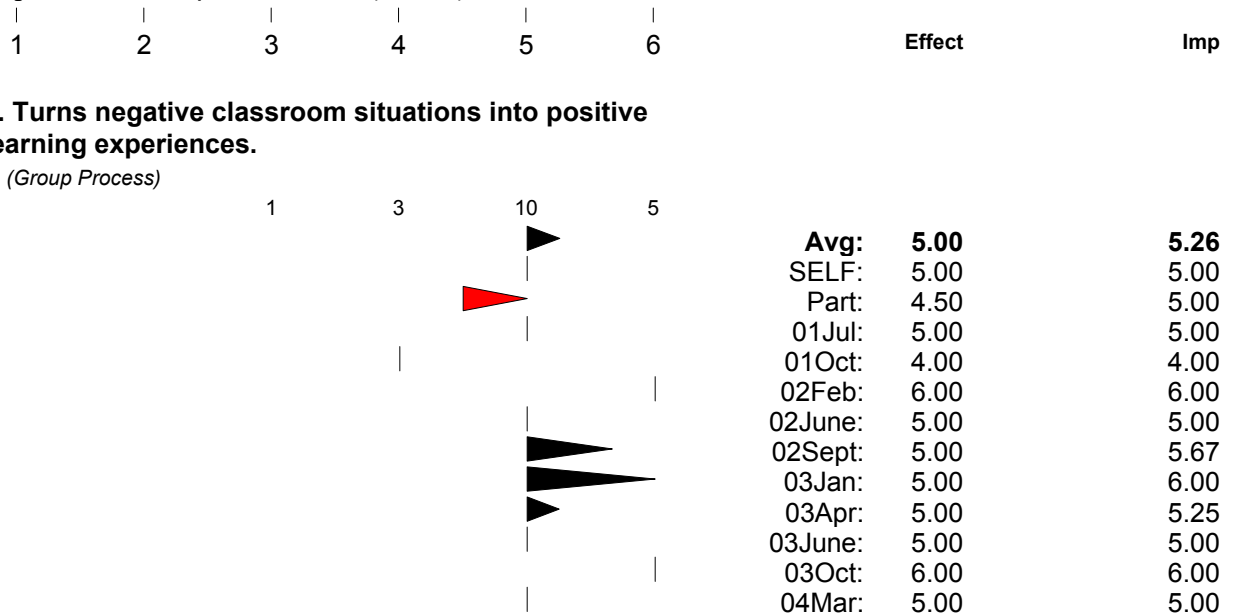
- *Perhaps a little less detail with/talking about the information would help at times - replace with more interaction*
- *None*
- *N/A*
- *List of modules/times for a 1/2-day seminar, etc., so we can see the framework and see how everything fits together*
- *Ask others to share their inforamtion and helpful ideas.*

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm



What you LIKE:

Behaviors or conditions you hope will continue

- I didn't notice any negative classroom situations.
- There were no negative classroom situations.
- I don't think there were many negative situations
- I did not detect any negative situations
- I don't think we experienced any negative classroom situations. No one tried to dominate and the group was a good group. But, I do think it is important if such behavior occurs that it is handled well.
- Rick's even-temperedeness keeps everything steady and positive
- No negative situations presented
- When some class participants tend to talk on about a particular topic, Rick had a very smooth way of moving the discussion on to the main class subject.
- Everyone at TA always makes the best of a bad situation.
- didn't really apply
- There were no negative classroom situations that I can recall....
- We didn't have any experiences I would call "negative". He was good at drawing us out when we weren't eager to talk.
- I don't think we had any negative classroom situations to address.

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- Some folks felt uncomfortable about their style or that we were focusing on their "blind spots" or weaknesses too much
- N/A
- Nothing

What you WANT:

Improvements that you desire

1 | 2 | 3 | 4 | 5 | 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

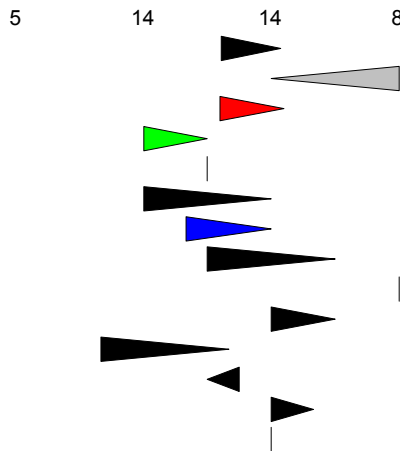
1 2 3 4 5 6 Effect Imp

Improvements that you desire (cont'd.)

- There appeared to be no "negative" classroom situations...maybe because Rick set such a positive environment.
- N/A
- Fine
- None

10. Summarizes key points to create meaningful transitions.

(Group Process)



Avg:	4.61	5.07
SELF:	6.00	5.00
Part:	4.60	5.10
01Jul:	4.00	4.50
01Oct:	4.50	4.50
02Feb:	4.00	5.00
02June:	4.33	5.00
02Sept:	4.50	5.50
03Jan:	6.00	6.00
03Apr:	5.00	5.50
03June:	3.67	4.67
03Oct:	4.75	4.50
04Jan:	5.00	5.33
04Mar:	5.00	5.00

What you LIKE:

Behaviors or conditions you hope will continue

- Because there is so much detail/specifics to absorb, summaries at key points are crucial.
- Rick did an excellent job of making sure we understood where we were at and what was next.
- I do think most of the key points were well summarized.
- He was very good at providing review.

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- Nothing
- Some times the transitions were not so readily apparent.
- There did not appear to be smooth transitions from one topic to another.
- Lost the big picture sometimes

What you WANT:

Improvements that you desire

- None
- Perhaps, review module objectives as a summary technique.
- Could be done more as we transition from one tool/subject to the next
- N/A

1 2 3 4 5 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Improvements that you desire (cont'd.)

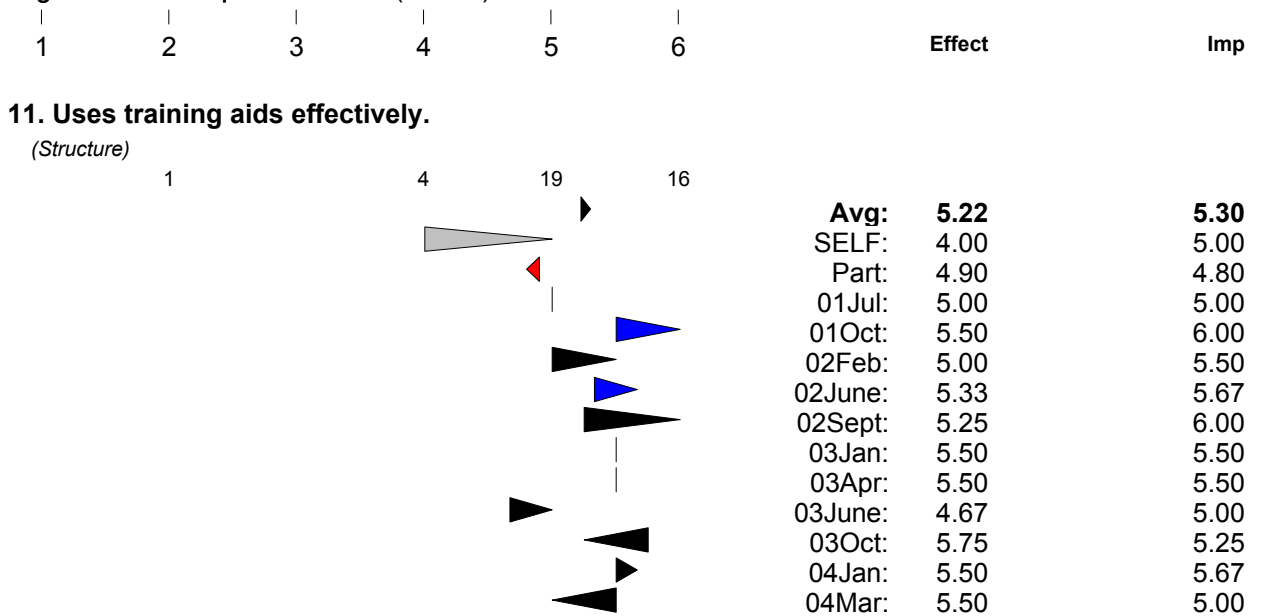
- Tie thoughts together from each piece of the program so that it does not appear to be a stop/start approach to the material.

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm



What you LIKE:

Behaviors or conditions you hope will continue

- Effective use of presentation materials, handouts and other materials which supported the session.
- Excellent training aids, especially the DiSC matrix and the JoHari Window
- Handout package was very effective...use of videos were effective...PwrPt was effective.
- Great powerpoints and flipcharts!
- Sharing the expertise and use of the supplied job aids, along with the reaction to them.
- Use of the various media: flipcharts, power point (which is awesome!), the Quick DiSC Cards.
- Great power point slides
- Nice job with the activities. The flip charts were done well.
- Rick used a variety of learning aids such as flip charts, power point, and games.
- Again, the entire TA organization is extraordinary in developing and using training aids.
- Used tools to help illustrate points.
- Lots of variety in style and tools was great. Good intro to the DiSC toolkit.
- videos were good -
- the videos
- The DiSC cards were a good ice breaker. Also, setting up the phrases on the floor. Felt comfortable with both exercises.

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- N/A
- Sometimes too long or detailed or jumbled while watching reports or pages
- Maybe give us a page in the workbook with the flipcharts so we could reproduce them back at work.

1 | 2 | 3 | 4 | 5 | 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Behaviors or conditions that bother you and why (cont'd.)

- *There were some distracting technical glitches in displaying powerpoint slides. Simplyfying or improving coordination of equipment would be helpful. However, Rick was still able to effectively keep class going and minimize the disruptions.*

What you WANT:

Improvements that you desire

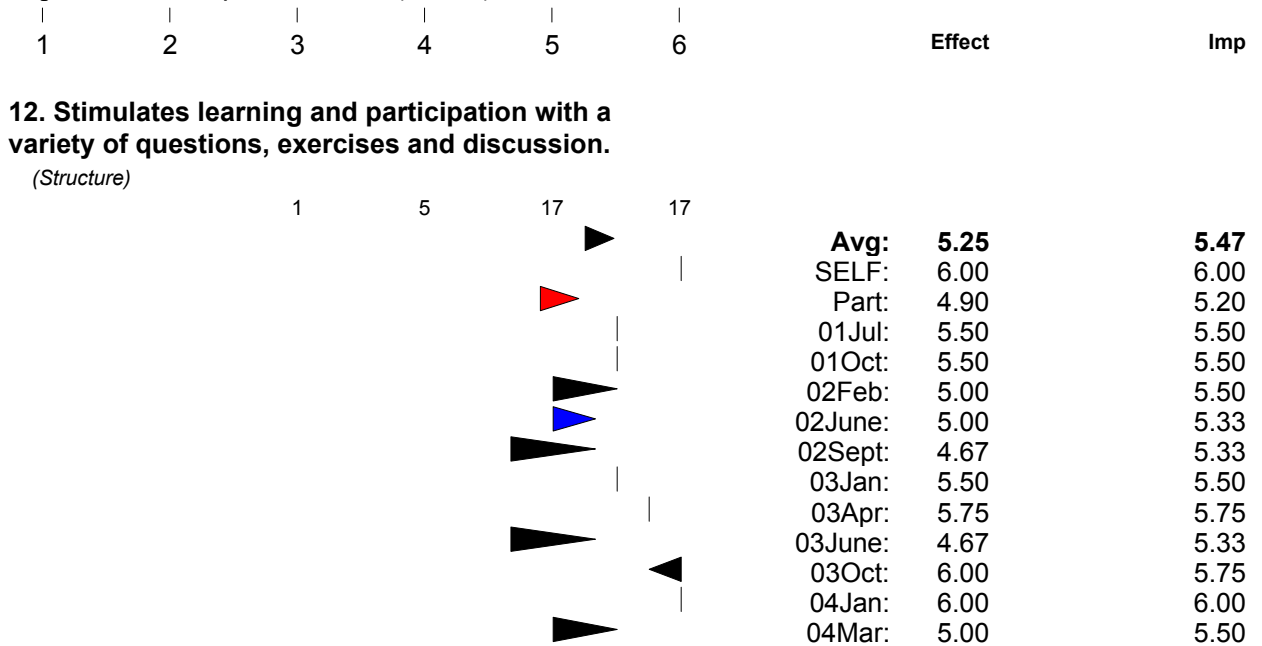
- *N/A*
- *More interactive*
- *Possibly...PwrPt could create more of an impact with even more engaging & ilustrative graphics.*
- *Perhaps more activities and movement; more group discussion*
- *None*
- *An enhancement to the Power Point which we added was to add more screens in to show the various attributes of each style, rather than one slide with all of the discriptive words. That allows for a slower explanation as you build that quadrant and helps the person new to DiSC to begin to grasp the differences more easily.*
- *Would be more helpful to have the program for the train the trainer in the binder rather than the general training materials. It would've been nice to make notes as a trainer to use at a later date rather than just being given the website to print another time.*
- *Powerpoint skills and motion video skills that are more fluid carry the younger audience more effectively*
- *more role playing ...*
have a script and have someone read a part
and then the group decide what that person is
- *Overview of powerpoints instead of detailed information*

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm



What you LIKE:

Behaviors or conditions you hope will continue

- That's the added value TA...and Rick... bring to a sessions.
- Some great activities and group discussions; liked more situational stuff - how to best approach the different styles, how to use the RBA in the selection process positively by asking questions
- Rick mixed it up so we weren't just sitting there the entire time.
- Nice job.
- This was my favorite part of the day! The discussion and learning from examples of the group and examples given by Rick.
- There was plenty of time for discussion by participants. Never seemed rushed.
- Excellent activities and effective discussions
- this keeps you in tune to information being presented
- The tasks given were fun and helped me learn to better utilize the materials.
- Rick designed a program that was always stimulating and varied, involving our bodies (moving around, etc.) as well as our minds. These exercises, and varying formates kept a diverse group continuously interested and awake!
- Rick used a variety of exercises in the class and encouraged questions from participants.
- there was a lot of variety.

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- Needed more activity the first day.
- N/A

What you WANT:

Improvements that you desire

1 | 2 | 3 | 4 | 5 | 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Improvements that you desire (cont'd.)

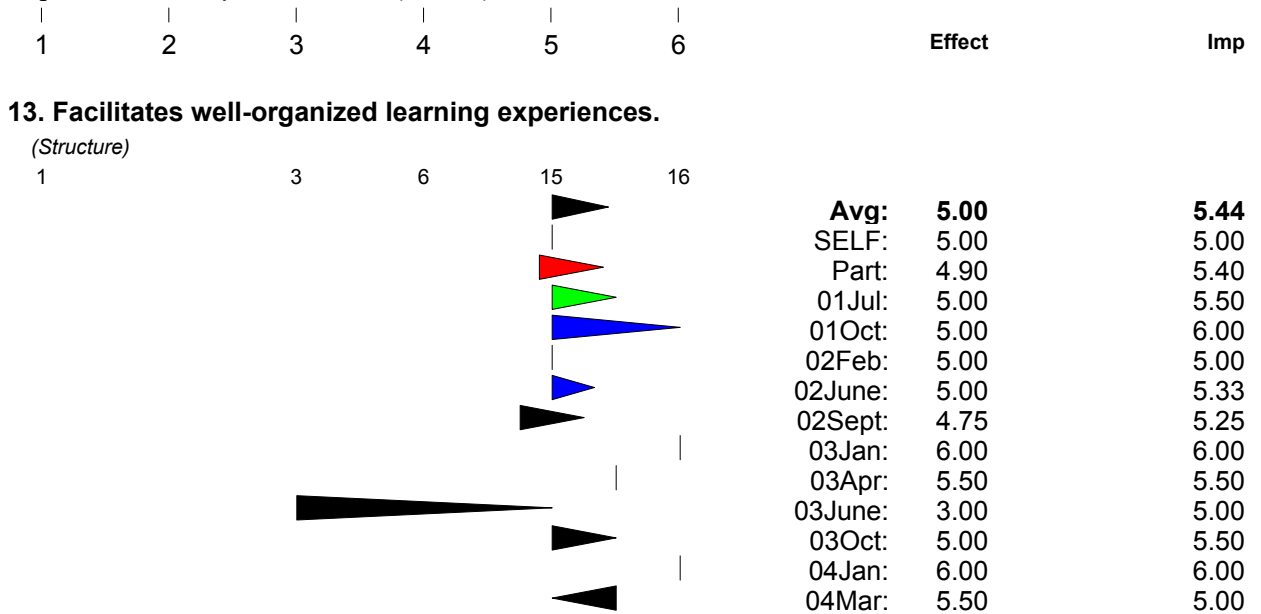
- Create optys for more participatn "cross talk" where participatns are engaging and learning from each other during class discussion (not formal exercise, just encouraging cross talk).
- Perhaps more activities and movement; more group discussion
- Mix it up a little more the first day.
- N/A
- More experiencing and less listening
- Would have liked a bit more interactive activities with the others.
- There could be more interactive exercises to hold participant interest

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm



What you LIKE:

Behaviors or conditions you hope will continue

- Use of group work, discussion, etc. enhances the learning activities.
- Facilitates well
- Rick is an excellent facilitator.
- The application exercises - i.e. drawing on the flipchart, the Quiz, the CONNECTION Strategies Exercise., etc.
- You can tell he has done this many times. He is very comfortable.
- Organized.
- rick was well prepared for the presentation
- Challenge here was multi-faceted: to satisfy learning needs of people with varying DiSC experience; to teach us essentials of DiSC itself; to certify participants to be able to facilitate DiSC workshop for others. Rick's program succeeded in all three dimensions.
- Rick is very organized and moves from topic to topic with ease.
- It was nice to have meals included during the training, particularly for the out-of-towners. His website is very clear, user-friendly, and full of helpful information.
- Well-planned in advance
- If we were going through regular DiSC training, I would not have known that Rick was skipping around on the video tape. Knowing that made it seem complicated but as a learning experience on how to give DiSC training it was necessary. To that end I noticed that there was much forethought and experience in the presentation.

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- N/A
- Comments like I need to update that...I guess this wasn't done yet...I will get that to you tomorrow - even though you give so much, it seems somewhat unprepared
- Nothing

1 | 2 | 3 | 4 | 5 | 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Behaviors or conditions that bother you and why (cont'd.)

- *Up front when you first begin to show the video clips and you make participants guess which style they are... we have had better luck just flat out stating which style up front, then using the hands on exercises mentioned above to "test" whether they are recognizing the differences or not.*
- *Referring back to the first couple of questions, Rick is highly effective, but can tend to operate at a level of assumption that exceeds some of "slower" participants.*
- *Can get lost in too many details*

What you WANT:

Improvements that you desire

- *N/A*
- *Perhaps more organization, framework/schedule for session should be shared - because it wasn't it felt somewhat disorganized. I am amazed by how much you have developed and how you manage to keep up with it all and try to improve it all. I am sure that it is tough to keep up with everything...*
- *None*

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

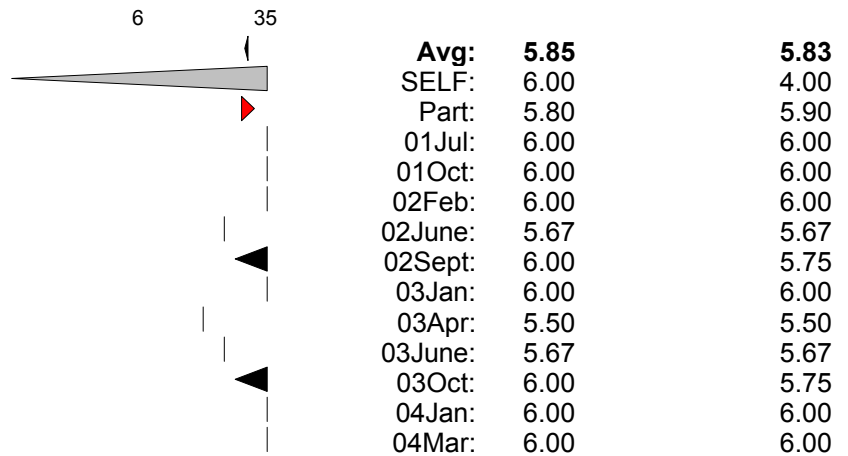
Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1 2 3 4 5 6 Effect Imp

14. Displays a depth of knowledge on the DiSC model of behavior.

(DiSC Knowledge)



What you LIKE:

Behaviors or conditions you hope will continue

- Rick seems to know DiSC backwards and forwards and knows where to send us for more information.
- Thanks for the sharing of your knowledge and expertise.
- very knowledgeable and was able to apply knowledge to any given situation
- It is very obvious Rick knows the DISC model very well.
- No question throws Rick. What ever I needed clarification on he could provide it.
- Really knows his stuff!!
- Gave me new insights into each behavioral model which I have since used in my own sessions. Made it easier to remember the differences between certain models.
- He's great!
- Wonderful knowledge (yet happy to acknowledge when he did not, rarely, happen to know some piece of info.)
- Rick is the BEST! (Susan is, too.)
- Rick knew all forms of the model and was very effective in showing me the differences and similarities in each.
- Rick's expertise is clearly based on APPLYING DiSC in many different organizations. This experience lends tremendous credibility to his presentation. He could answer any question put to him, without being either impatient or arrogant.
- Rick really knows his stuff!!!
- Rick is a knowledge expert and it's clear he is passionate about the product. He made me love the product as well!
- extremely knowledgeable.

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- Nothing.

1 2 3 4 5 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Behaviors or conditions that bother you and why (cont'd.)

- N/A

What you WANT:

Improvements that you desire

- *It would be neat to have Rick and Susan team teach the session to see how their styles (opposites) interact and draw out the best in each other. It would have been neat to hear more personal examples of the DiSC information.*

- *None.*

- *N/A*

- *Continue to suggest different links of different DISC products. More packages.*

- *AS someone who appreciates lots of info, I also recognize that some participants may feel overwhelmed with too much detail. Perhaps it would be helpful for Rick (and the rest of us new DiSC trainers) to check in periodically with actual participants and make sure we are providing the right level of detail (depth and breadth) for the particular group.*

- *We might have had more discussion of the practical applications of the DiSC in our companies and practices, although this was covered adequately.*

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

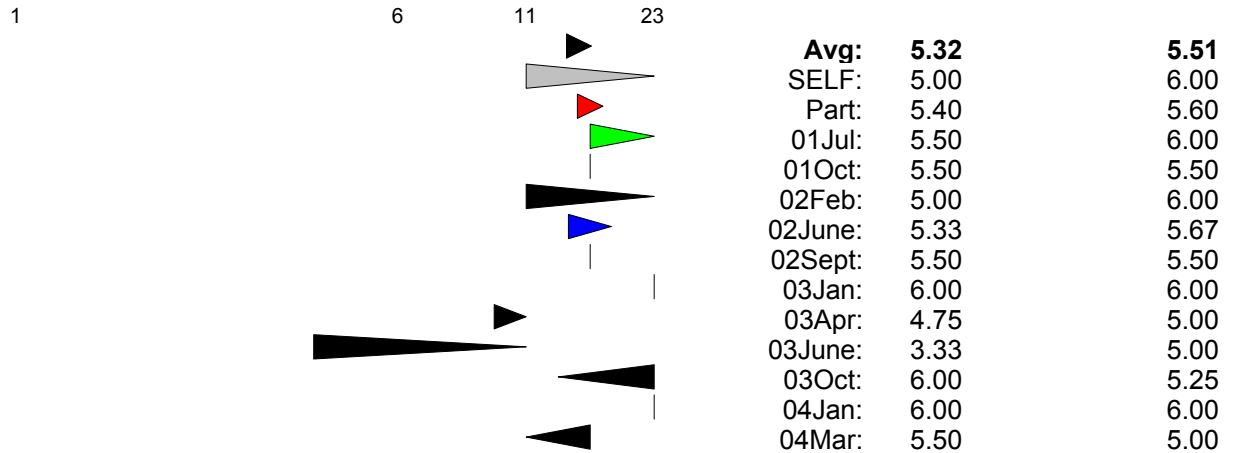
Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1 2 3 4 5 6 Effect Imp

15. Esteems each of the four DiSC styles.

(DiSC Knowledge)



What you LIKE:

Behaviors or conditions you hope will continue

- Rick made a point of making us understand that each style has its positives and negatives.
- Very good at describing all styles and the positive aspects of each style.
- Overall, very good
- He's great! Very fair and respectful.
- A true strength, which must not be easy, given that Rick works from his own style.
- Rick was particularly skillful in re-directing negative comments into positive ones, especially concerning the "D" style.
- Explained why all four are necessary for the team to be more effective.
- Rick was excellent at this, not just in the words he spoke but in his behavior. He consistently demonstrated respect and appreciation for all the styles.
- I particularly noticed this, because it helped me to realize that I had some unconscious biases of my own. I might have communicated them as I used the DiSC had I not seen how sincerely Rick esteems each style.
- Rick did this particularly well. It would be easy to "judge" styles and Rick made all equal in everyone's mind.
- Absolutely!

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- Nothing
- N/A
- At times (few and rare), some styles were not valued as much (comments or jokes made).

What you WANT:

Improvements that you desire

- Although I don't think he was as comfortable with D behaviors.

1 2 3 4 5 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Improvements that you desire (cont'd.)

- None

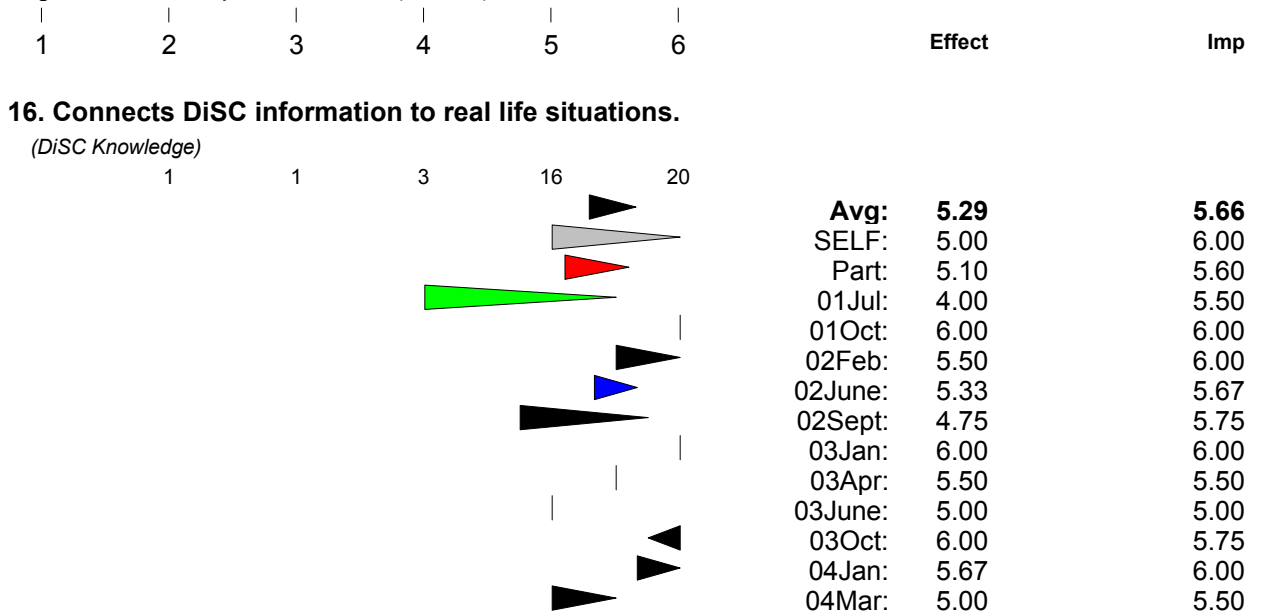
- N/A

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm



What you LIKE:

Behaviors or conditions you hope will continue

- Rick was effective at giving real life scenarios in work and at home that covered the styles.
- Rick gave great examples of real life situations.
- This is a real important aspect of training. I think Rick did a nice job of making it real!!
- Long experience with people and with DiSC very helpful.
- Made it real.
- keeps your interest if you can relate to people -- have more examples of people we all know ... president, movie star .. mayor ... etc .. mickey mouse, minney mouse
- Rick gives lots of examples to help apply the model to
- Again, as I noted in the first item, the use of real life example by Rick was appreciated.

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- Nothing
- N/A

What you WANT:

Improvements that you desire

- I would like to have seen more information on the secondary style for each. High C with D tendencies, for instance, as opposed to High C with I tendencies, and how they differ. I understand we're talking about 12 more "styles" but it would be interesting.
- None
- I like the stories & I think they are important to show examples & add humor.
- Fine

1 | 2 | 3 | 4 | 5 | 6

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

Rick Stamm

1	2	3	4	5	6	Effect	Imp
---	---	---	---	---	---	--------	-----

Improvements that you desire (cont'd.)

- *It would also be very helpful to openly discuss specific examples where peoples' behavior might vary from their scored style, or stress situations that may push behavior away from scored style, and/or situations where individual's self-assessed style might conflict with other's reports of that person's style.*
- *WOuld like more work related examples*
- *N/A*

1	2	3	4	5	6
---	---	---	---	---	---

DiSC Certification Feedback

Item Ratings - Relationships/Comments (cont'd.)

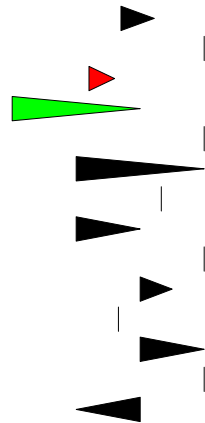
Rick Stamm

1 2 3 4 5 6 Effect Imp

17. Provides participants opportunities to personalize DiSC information.

(DiSC Knowledge)

1 4 15 20



	Effect	Imp
Avg:	5.35	5.61
SELF:	6.00	6.00
Part:	5.10	5.30
01Jul:	4.50	5.50
01Oct:	6.00	6.00
02Feb:	5.00	6.00
02June:	5.67	5.67
02Sept:	5.00	5.50
03Jan:	6.00	6.00
03Apr:	5.50	5.75
03June:	5.33	5.33
03Oct:	5.50	6.00
04Jan:	6.00	6.00
04Mar:	5.50	5.00

What you LIKE:

Behaviors or conditions you hope will continue

- Loved the pre-session homework, and the ability to chew on my own report up front. Also loved the book.
- I enjoyed the prework!!
- Definite discussions held on how participants related to different styles.
- We worked an adequate amount on our own DiSC profiles and reviewed all the different behaviors for accuracy and validation.
- Used activities, reflection time, discussions, and action plan to facilitate this
- Allows the "I"s a place to digest and digress the information. Yet was able to pull us back.
- Rick allowed us time to discuss our own personal information.
- Everything!
- A real plus.

What you DON'T LIKE:

Behaviors or conditions that bother you and why

- N/A
- Nothing

What you WANT:

Improvements that you desire

- See comment on previous question.
- expand a 1/2 day to spent on internalizing the information.
- N/A
- Perhaps more, "what if, what might" sorts of questions to create discussions about DiSC's relevance for us back on job.
- None

1 2 3 4 5 6

1. What is this person's most outstanding asset as a facilitator of the DiSC model?

- knowledgeable and pleasant, thoroughly covers material
- Slow, methodical, step-by-step approach was helpful in covering all aspects of DiSC and in getting participants feedback and involvement.
- His ability to tout the strengths and shortcomings in a realistic, helpful way - and to still have fun with the Humorous anecdotes; while illustrating the benefit that learning this information provides to individuals and organizations.
- Rick clearly has a deep understanding of the system, values the contributions of each profile, and assists participants in increasing their understanding of the system.
- very knowledgeable about the DISC model.. As a presenter, rick was very engaging
- Extremely knowledgeable and enthusiastic re value of DiSC in real-life organizational situations. Also, design of certification program was very well-thought out and effective in meeting multiple objectives.
- Rick's mastery of the model and good trouble shooting with ANY questions asked regarding the model. Given his style, he is highly supportive of members of the group. His belief in the validity of the model sells it to others.
- His fantastic amount of knowledge in the topic and his ability to clarify the differences between the DISC styles.
- Rick is very knowledgeable about the model and has personalized it so that everyone can understand.
- Seems to know material inside and out-complete understanding of the DiSC model.
- Rick conveys knowledge using a very strong, positive, affirming adult-learning approach
- Knew the concept inside and out. Was able to interpret and apply to real life situations

Good job

- Belives in its utility and validity...and demonstrates it varied uses for several types of training. Good show Rick!
- Knowledge of DiSC and experience in using it.
- Knowledge of the information. Understanding of each type and great examples of each to convey the information.
- His sharing of relevant situations and interventions uncovered due to his many years of experience. This helps to validate and reinforce the usefulness of the DiSC info for application in an organization.
- Rick is clearly passionate about the product and its uses. He creates a strong sense of enthusiasm for the product. He seems to really care about the participants.
- Rick's knowledge and steadiness helped provide an effective learning environment. His combination of expertise and kindness is excellent.

*Rick is a great person with a wealth of information and practical applications.
Thanks very much!*

- Clear understanding of the product and the benefits it offers.
- Very steady and will extend himself to meet the needs of others; great with details; very knowledgeable about tools and other resources
- Knowledge of the material, and great presentation skills

- *Knows information*
Confident when presenting
Listens to clients (concerns/issues)
- *Knowledge, positive affect*
- *Knowing all the facets of the model and be able to bring out the positive natures of the participants.*
- *Comfortable style.....Allows for different points of view and different learning styles.*
- *It was helpful to hear the examples of what had worked in training sessions and to know that Rick will be available to assist as a coach for our training needs*
- *His knowledge of the DiSC model*
- *Easy going, non-threatening, friendly, thorough.*
- *Experience*
- *He uses and shares great exercises.*
- *Rick was very evenhanded about everything and emphasized the positive attributes of all four styles equally well.*
- *Depth of knowledge of the model and expertise in a variety of applications.*
Bundling different DISC products. Applying DISC to a variety of situations.
- *His experience with it, knowledge accumulated over a long period of time and wide variety of clientele.*

Very warm and personable. Gave us a ton of resources to use on the CD.

- *Ability to engage others with DiSC*
- *Rick personally exemplified his understanding of DiSC. He walked talked and breathed DiSC for two information packed days. The attendee could not possibly have left the session with any other impression than that Rick Stamm "knows his stuff" DiSC stuff that is :) Well Done!*
- *His complete understanding of the model and ability to teach it so that others understand it on a personal level.*
- *His presentation appeals to all four styles, so he really "walks the talk".*
- *His knowledge of the subject matter*

2. What do you believe should be this person's #1 priority in the further development of facilitation skills?

- *This particular session was presented by Rick and Susan. Since each person seemed to fill the other's gap, it is hard to answer this question. Susan was very extroverted in her approach and Rick was more methodical. They really balanced each other well and I can't therefore say exactly what Rick needs to do, except maybe when Susan isn't presenting with him, he needs to interject some humor into the situations.*
- *Dealing with critics or difficult challenges of the model.*
- *Just being aware of pacing and keeping energy high. Content is excellent!!!!!!!!!!!!*
- *Better group management skills/flexibility - ability to see clearly what group needs and respond. For example, we had a very homogeneous group in terms of styles, so the recreated exercises, which were intended to help us become familiar with each of them for future use, actually became repetitive and boring quickly.*
- *Nothing that I can think of.*
- *I am not aware of any skill he is in need of developing at this time.*
- *Spend more time on real life scenarios*
- *Update some of the information and examples to meet the times.*
- *Continue to use known concepts consistently in each session*
- *The environment. The room need significantly better air circulation. Participants wearing strong perfume could kill you in there. Rick made the best of a bad situation by opening windows. Some form of air circulation or a direct notice to participants about perfumes would help.*
- *Create more knowledge sharing from the group. Including cross talk optys.*
- *Rick would be most effective if he flexed his I and D side more. He lost my interest several times because his pace was too slow.*
- *GET EXCITED THE INFO IS SO COOL!*
- *More experiential activities and less telling*

Provide clearer framework (e.g., sample schedules, where does this fit in? what's the purpose?)

- *Add a bit more energy and activities/group movement and interaction - bring up more of the "I"*
- *Could not add anything to this*
- *Not sure*
- *Be confident in presenting the DiSC training material, which I feel Rick did do.*

I did enjoy the class, and I am sure this will help me in my presentations. Thank you for the opportunity. Ann Penny

- *Rick did a great job. There was a lot of information to absorb in 2 days. It would have been nice to move around a little bit more, especially on the first day.*
- *To continue to learn additional information about the materials.*
- *Good facilitation skills.....*
- *Great job!!*

- *Gaging the energy level of the class, and encouraging more interaction or movement between groups*
- *Explain the purpose of exercises and agenda. It seems we changed gears from learning how to facilitate the program into being participants without any explanation. Found myself asking 'why are we doing this'?*
- *Being open to questions about participant's specific situations*
- *Better organization of content. Clearer focus to presentations.*
- *Slowing down when training new material and new processes on the internet. Clarity in all you train.*
- *Clearer directions*
- *Not allowing the participants to control so much (talking over the facilitator).*
- *I don't see any*
- *Again, I didn't see Rick in front of a large group. Ours was very informal, low-key, and, I believe, probably very well suited to his style. I would suspect that he might want to get more in touch with his "inner I" in front of a different type of group.*