

March 2008

What others are saying:

"Enjoyable and informative. An evening well spent!"

"Fantastic job Taye! Every institution should require all front line people to attend this seminar. Thanks for the insight!"

"Very eye-opening experience! I enjoyed the program immensely."

"There's lots of material to cover in a three hour period. Taye does a great job keeping things moving. The time goes fast!"

"Taye is a very gifted speaker. I learned much about how to effectively handle others. The information was very helpful in better understanding myself and others."

"I was pleasantly surprised. I wasn't sure what to expect but really enjoyed the seminar."

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**Real World Learning
That Inspires Growth**

DiSC: A Guide to Understanding Yourself and Others

The foundation of personal and professional success is the ability to get along with and understand the people around us. This is also essential when we are trying to build relationships with our fellow team members and our customers.

This program provides explanations to why we get along with some people and not with others. Using the DiSC Personality Profile, we access the four primary dimensions of behavior. Utilizing the information provided, participants learn new techniques for appropriately relating to others – especially people who think, act and respond differently than they do.

This information is vital when we are attempting to provide the customer with a service. Some customers want more information than others, some want to feel 'safe' with their decision, etc. The DiSC program teaches employees to learn to identify other people's behavioral style, and therefore improve communication.

Learning how to be diplomatic and positively resolve conflict with customers and fellow employees is critical. Your financial institution will benefit for years to come with the information gained in this program. This letter is only going to participants who have attended a presentation by Taye Cairnes. Take the opportunity to present this exciting program to your own employees. Taye guarantees a fun filled, information packed session!

Please call Taye for more information, pricing and calendar dates.
704-567-3095

The DiSC system allows you to:

- ◇ Understand your own behavior
- ◇ Learn how and when to adapt your behavior
- ◇ Improve communication
- ◇ Promote appreciation of differences
- ◇ Enhance individual and team performance
- ◇ Reduce conflict
- ◇ Increase harmony and productivity

The DiSC can also help sales professionals:

- ◇ Create and maintain relationship based sales
- ◇ Identify their customer's DiSC styles and adapt their selling or support styles accordingly
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