



The Extended DISC® Diamond visually helps individuals clearly see their natural style and the energy it would take to adjust to other styles

## COMPANY PROFILE

Verizon Communications was created on June 30, 2000 by Bell Atlantic Corp. and GTE Corp., in one of the largest mergers in U.S. business history. GTE and Bell Atlantic evolved and grew through decades of mergers, acquisitions and divestitures. Today, Verizon is a global technology company delivering the promise of the digital world to millions of customers every day.

## CHALLENGES

As a global organization, it's important for us to develop our leaders to better serve our customers. In order to do so, we need to provide them with the tools and skills to coach, delegate and lead. We saw the Extended DISC® assessment as a solution to help develop our leaders. It quickly became a part of our core curriculum for Experienced Leaders.

The Extended DISC® also became a great diagnostic tool when managers would call us and ask what we had available in terms of team-building solutions.



### HEADQUARTERS

New York, NY

### WEBSITE

[www.verizon.com](http://www.verizon.com)

### INDUSTRY

Communications Technology

### QUICK FACTS

- Revenue (2017): \$126 Billion
- Employees: 153.1 K
- Fortune Rank (2017): 16

“Getting certified in Extended DISC® couldn't be easier. They offer flexible options, including a virtual certification, which is important in today's day and age.”

Laura Graham, Senior Manager Leadership Consulting and Development



# EXTENDED DISC

“I love the number of tools and resources Extended DISC® offers after certification. You have everything you need.”

Laura Graham, Senior Manager Leadership Consulting and Development

## SOLUTION

The Extended DISC® assessment became the foundation to our Experienced Leader curriculum. Participants would use their knowledge from Extended DISC® and apply it to team dynamics, delegation and coaching. The assessment provided them with self-awareness, knowledge of other styles, and ways to apply that awareness and knowledge to improve communications.

At the end of the curriculum, participants are asked to read a case study and provide advice to the leader in the case study. Extended DISC® was the concept that was consistently applied in each and every case study. It really became the core of the program with the biggest impact on participants.

## BENEFITS

The benefit of having Extended DISC® become a part of our core Leadership training is that it permeated throughout the organization and became something that is simply just a part of our culture. There are countless stories of impact on managers, teams and individuals. Extended DISC® provides data, a common language, and open doors to communication. It challenges us to pause and reflect on how we are being perceived and what we might do differently.