



**“Extended DISC® is very simple to use and also very effective. People understand it quickly. It relates to them on an easy level.”**

Robin Baker, Division Director

## COMPANY PROFILE

Fairfax County government provides many services to the community it serves. The County government provides police, fire and rescue personnel; public transportation, health clinics, recreation centers, libraries and disposal facilities.

The Organizational Development and Training Department is responsible for delivering training to 15,000 internal customers across 42 agencies. Most of the training they deliver is in person.

## CHALLENGES

The Division Director, Robin Baker, attended a Leadership Fairfax course where the Extended DISC® assessment was used. She had heard of the Extended DISC® assessment from outside vendors, and after having first-hand experience with the assessment, she immediately fell in love with the simplicity of the tool.

The Training Department was already offering several assessments to its customers, but many of these tools use 15 or 16 quadrants. The ease and simplicity of the 4 DISC® quadrants and the Extended DISC® assessments was something Robin knew she wanted to add to the department’s toolbox.



### LOCATION

12000 Government Center Pkwy  
Fairfax, VA 22035

### WEBSITE

[www.fairfaxcounty.gov](http://www.fairfaxcounty.gov)

### INDUSTRY

Fairfax County operates under the urban county executive form of government, an optional form of Virginia county government

### ACHIEVEMENTS

Celebrating 277 years  
since its founding

**“The county government has little turnover. Learning the Extended DISC® has helped our employees with the Behavioral Interviewing process we use. They have more self-awareness; which allows them to have stronger interviewing skills to move into that next position.”**

Robin Baker, Division Director



## EXTENDED DISC

“Once we saw our clients loved the Extended DISC®, we purchased the Unlimited Use License because it definitely worked.”

Robin Baker, Division Director

### SOLUTION

Each month, the Organizational Development and Training Department offers each assessment, including DISC®, to the agencies they serve. Individuals are encouraged to take all the assessments the County offers because “knowing thyself” is important to the County. Each month there are 15 to 30 individuals who sign up for the Extended DISC® assessments.

The County has also started using the Extended DISC® for team building. Each month there are at least 4 to 5 offsite team-building sessions.

Some agencies in the County have also made the Extended DISC® assessment a standard for all their new employees to take. Agencies that deal with life-and-death situations have seen the power in the tool to help individuals know themselves, work better, and communicate better.

### BENEFITS

Evaluations have shown very positive feedback about the Extended DISC® assessments.

People have found that, because of its simplicity, they actually use it! Also, the assessment doesn't tell you there is something wrong with you and that you need to be fixed; therefore, they appreciate the knowledge of learning who they actually are. They embrace who they are and find it's easier to achieve and maintain successful application back at work or in the office.