

**Communication - 5 Items**

1. Holds participants' interest when presenting ideas or information.
2. Gives clear and concise instructions for exercises and other activities.
3. Maintains appropriate eye contact with participants.
4. Speaks clearly and audibly.
5. Uses words that participants understand.

**Group Process - 5 Items**

1. Remains flexible when changes in the lesson plan or schedule are necessary.
2. Uses positive reinforcement to encourage learning.
3. Suggests ideas and shares information that may be helpful to participants.
4. Turns negative classroom situations into positive learning experiences.
5. Summarizes key points to create meaningful transitions.

**Structure - 3 Items**

1. Uses training aids effectively.
2. Stimulates learning and participation with a variety of questions, exercises and discussion.
3. Facilitates well-organized learning experiences.

**DiSC Knowledge - 4 Items**

1. Displays a depth of knowledge on the DiSC model of behavior.
2. Esteems each of the four DiSC styles.
3. Connects DiSC information to real life situations.
4. Provides participants opportunities to personalize DiSC information.