

Everything DiSC® Productive Conflict

Beta 4






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Welcome and Introductions

- Introduce yourself
- What's the first word that comes to mind when you think about conflict?



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Agenda

Overall Goal: To handle conflict more productively

- Part 1: How do you react to conflict?
- Part 2: How can you better recognize your destructive behaviors and potential triggers?
- Part 3: How can you choose a more productive response?



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What Is Conflict?

Page 2

- Difference of opinions involving strong emotions
- Productive and destructive behaviors
- From brief, explosive disputes to subtle, long-lasting issues

INTRODUCTION

What is conflict?


Conflict is a difference of opinion, interest, or position between two or more people that is perceived as being in opposition to one another. It is a natural part of human interaction and can be either productive or destructive. Productive conflict leads to innovation, growth, and better decision-making. Destructive conflict leads to stress, frustration, and poor performance.


Because conflict can have different impacts on the same person, it is important to understand your own and others' conflict styles. The DiSC® Model provides a framework for understanding these styles and how they affect conflict.

Everything DiSC® Productive Conflict is a tool that helps you understand your own and others' conflict styles and how they affect conflict. It provides a framework for understanding these styles and how they affect conflict.

Cornerstone principles

- Conflict is inevitable and productive
- Conflict is influenced by other factors
- Conflict is in your control
- DiSC® creates self-awareness and awareness of others
- DiSC can help you to have productive conflict





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Cornerstone Principles

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DiSC® and Conflict

Page 2

- D:** logic and victory
- i:** expressing and feelings
- S:** feelings and consensus
- C:** justice and logic

INTRODUCTION

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Cornerstone principles

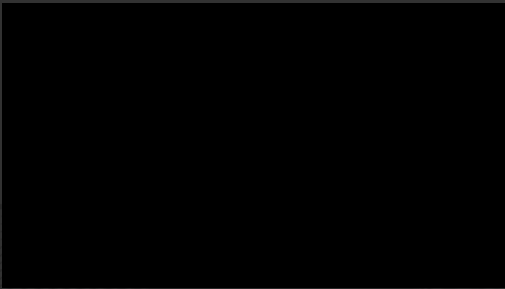
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Introduction to DiSC® and Conflict




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Your DiSC® Style

Page 3

Read and personalize:

- ✓ = like you
- X = not like you
- ? = not sure




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Your DiSC® Style

Page 3
Activity

In your style groups, discuss...

- What rang true?
- Were there any surprises?
- Any a-ha moments?




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Your DiSC® Style: Values

Page 4
Activity

- Individually, read “What is important to you during conflict?”
- As a group...
 - Review the bullets in that section
 - Pick the 3 that you would want others to know
 - Record on a flip chart




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Your DiSC® Style: Stressors

Page 4
Activity

- Individually, read “What drains your energy during conflict?”
- As a group...
 - Review the bullets in that section
 - Pick the 3 that you would want others to know
 - Record on a flip chart



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Your DiSC® Style: Values and Stressors

Each DiSC® style group:

- Present your selected values and stressors

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DiSC® and Conflict

Page 5

OVERVIEW OF DiSC® IN CONFLICT

Dominance (D)
 - Assertive, direct, and goal-oriented
 - Focuses on results and efficiency
 - May be perceived as blunt or insensitive

Influence (I)
 - Enthusiastic, optimistic, and people-oriented
 - Focuses on relationships and team morale
 - May be perceived as overly optimistic or unrealistic

Compliance (C)
 - Detail-oriented, systematic, and rule-oriented
 - Focuses on accuracy and quality
 - May be perceived as overly cautious or rigid

Steadiness (S)
 - Patient, supportive, and team-oriented
 - Focuses on stability and harmony
 - May be perceived as overly passive or slow

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How DiSC® Styles Interact in Conflict

Pages 6-9

- What drives each DiSC® style in conflict
- How each DiSC style compares to you
- How you can have more productive conflict with other DiSC styles

CONFLICT WITH THE D STYLE

CONFLICT WITH THE I STYLE

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How DiSC® Styles Interact in Conflict

Activity

- Review information about your partner's DiSC® style
- Read the items in the gray box to each other and discuss:
 - Would one be most helpful?
 - If not, would something else be more beneficial?
- Then discuss:
 - Are there any striking differences in your approaches to conflict? What are they?
 - What advice would you give to the other person about dealing with you?

CONFLICT WITH THE D STYLE

CONFLICT WITH THE I STYLE

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Summary and Reflection

Page 10 Activity

- Briefly describe a conflict situation that you wish you would have handled better
- How did your DiSC® style impact the outcome of the situation?

SUMMARY OF DiSC® IN CONFLICT

Reflection

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Destructive Responses

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Destructive Responses

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Destructive Responses

CONFLICT
AUTOMATIC THOUGHT
DESTRUCTIVE RESPONSE

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Destructive Responses: Others

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Place a checkmark next to the three behaviors **others** do that bother you the most in conflict

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Destructive Responses: Others

Activity

In table groups, share an example of a conflict situation where one of the behaviors occurred

- Why did the behavior bother you?
- How did the behavior make you feel?
- How did you react?

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Destructive Responses: Self

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Place a star next to the three behaviors that **you** do most often in conflict

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Why Do I Do This?

Pages 12-17

- Read about the behaviors that you starred on page 11
- Review the automatic thoughts associated with each behavior

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Why Do I Do This?

Activity

With a partner, discuss the following for one of the behaviors you selected:

- How do you think this behavior affects others?
- Why do you engage in this behavior?

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Why Do I Do This?

Activity

Individually...

- Find the behavior you just discussed with a partner and put a checkmark next to the automatic thought(s) you've had
- If neither thought listed fits for you, write one in

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Recognizing Automatic Thoughts

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- Review the automatic thoughts
- Select 3 that are most common for you
- Feel free to write in additional thoughts

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Reflection

Activity

- For your conflict situation, what were some automatic thoughts that you had?
- What was your response to the situation?

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Changing Your Response

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Productive Responses

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Changing Your Response

CONFLICT

AUTOMATIC THOUGHT

→

First, stop back Then, address

PRODUCTIVE RESPONSE

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Automatic Thoughts Video 1

Sally



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Automatic Thoughts Video 1



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Automatic Thoughts Video 1

1. That doesn't seem fair.
2. Wait. My stuff's important too.
3. She's not listening to me. She needs to treat me with some respect.
4. Is she cutting me out? She is totally cutting me out.
5. I'm done. I'm shutting this down.
6. I'm winning this no matter what.

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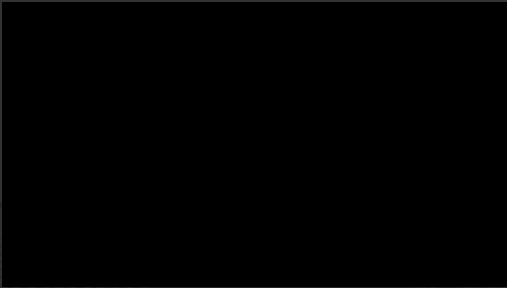
Automatic Thoughts Video 2

Tom



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Automatic Thoughts Video 2



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Automatic Thoughts Video 2

1. That was interesting.
2. I wonder if he noticed what Jake said to me.
3. He was trying to make me look stupid.
4. I need to make him see what Jake's doing.
5. Jake does this to everyone.
6. Jake's going down.

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Automatic Thoughts Video 3

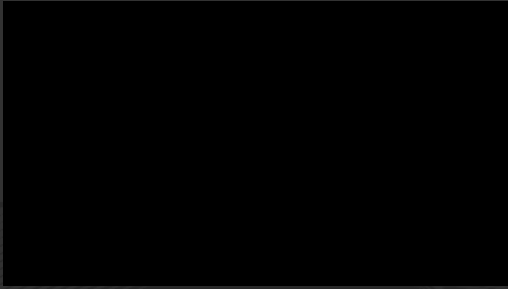
Stephanie



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Automatic Thoughts Video 3



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EVERYTHING DISC


Automatic Thoughts Video 3

1. She's awfully quiet.
2. She doesn't like it.
3. That might have been too harsh.
4. This is going to get ugly.
5. Well now I've done it. She's mad at me.
6. If I keep pushing this, she'll hate me.

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EVERYTHING DISC

Stepping Back




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EVERYTHING DISC

Changing Your Response

Page 19

Personalize the material by placing checkmarks next to statements that seem most true for you



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EVERYTHING DISC

Changing Your Response

Activity

In style groups, discuss:

- What makes stepping back difficult for you?
- What would help make you more successful?



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EVERYTHING DISC

Reframing

CONFLICT → AUTOMATIC THOUGHT → PRODUCTIVE RESPONSE

First, stop beat Them, reframe!

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Reframing

CONFLICT → AUTOMATIC THOUGHT → PRODUCTIVE RESPONSE

First, stop beat Them, reframe!

- Is this thought actually valid/true?
- Am I overreacting or exaggerating?
- Is there another way to look at this?

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Reframing

Automatic Thought
"She's never, ever, ever, going to like me again."

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Reframing

Automatic Thought
"She's never, ever, ever, going to like me again."

Reframed Thoughts

- *"I screwed up, but I can make this right."*

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Reframing

Automatic Thought
"She's never, ever, ever, going to like me again."

Reframed Thoughts

- *"I screwed up, but I can make this right."*
- *"I probably didn't handle that as well as I could have, but I think we can work it out."*

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Reframing

Automatic Thought
"She's never, ever, ever, going to like me again."

Reframed Thoughts

- *"I screwed up, but I can make this right."*
- *"I probably didn't handle that as well as I could have, but I think we can work it out."*
- *"It's natural for people to disagree. It doesn't mean she's angry at me personally."*


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Reframing

"He's awful."

40

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Reframing

Jane and Bob have been working on the same team for 3 years. Jane typically takes the lead on team projects. Recently, Jane proposed a project to their boss. Because their boss thinks it would be a good opportunity for Bob to get experience in managing projects, their boss asks Bob to take the lead. Now, Jane is mad at Bob and thinks...

"He's trying to undermine me."

50

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Reframing

Dante

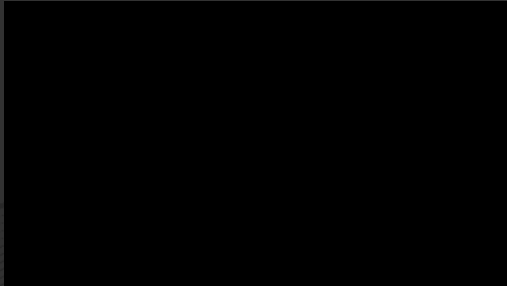


51

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Automatic Thoughts Video 4



52

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Automatic Thoughts Video 4

1. Wonder what this is about?
2. He seems frustrated.
3. He thinks I'm not going to come through.
4. He thinks I'm going to screw this up.
5. He thinks I'm stupid.
6. He's going to make this a huge thing, and if something goes wrong, everyone gets to blame me.

53


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Reframing Automatic Thoughts


Page 20

- Complete bottom of page 20
- Refer back to pages 12-17, 18 as needed



54

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Choosing Productive Responses

CONFLICT

AUTOMATIC THOUGHT

PRODUCTIVE RESPONSE

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Choosing Productive Responses

Page 21

Personalize the list of thoughts:

- On each continuum, plot how easy or difficult each productive response is for you.

1 CHOOSING PRODUCTIVE RESPONSES

Think about what you learned through your self-assessments in this profile only. This tool does not take into account other people's reactions, beliefs, and perceptions about you. This tool is for your personal use only. Do not share this tool with others. This tool is for your personal use only. Do not share this tool with others.

Use each continuum to plot how easy or difficult each productive response is for you.

Response	Easy	Difficult	Response	Easy	Difficult
Understanding the root of the problem	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Using compromise	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Remaining calm in which you are not sure of the outcome	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Using problem-solving	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Understanding the other person's perspective	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Using negotiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Understanding your own perspective	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Using persuasion	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Understanding the other person's perspective	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Using authority	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Understanding your own perspective	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Using force	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Understanding the other person's perspective	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Using withdrawal	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Understanding your own perspective	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Using avoidance	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Reflection

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Use each continuum to plot how easy or difficult each productive response is for you.

What are you going to do? Thinking about what you learned through your self-assessments in this profile only. This tool does not take into account other people's reactions, beliefs, and perceptions about you. This tool is for your personal use only. Do not share this tool with others.

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Choosing Productive Responses

Activity

In style groups, each person should:

- Pick one response that is **easy** for you and share what it looks like when you use this behavior in conflict.
- Pick one response that is **difficult** for you and discuss why you think there would be value in using this behavior more during conflict.

1 CHOOSING PRODUCTIVE RESPONSES

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Reflection

Activity

- Thinking back on your conflict situation, how could you reframe your automatic thought(s)?
- With your new way of thinking, what productive response might you have chosen? How would that response have changed the conflict?

1 CHOOSING PRODUCTIVE RESPONSES

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What's Next?

Ongoing Reflection

- Pulls together process used during Reflection activities
- Changing behavior takes practice; this log can help you keep track of your efforts

HEY! YOU'RE NOT DONE YET.

Think about what you learned through your self-assessments in this profile only. This tool does not take into account other people's reactions, beliefs, and perceptions about you. This tool is for your personal use only. Do not share this tool with others.

1. What are you going to do?
2. How are you going to do it?
3. How are you going to do it?
4. How are you going to do it?
5. How are you going to do it?
6. How are you going to do it?

Use each continuum to plot how easy or difficult each productive response is for you.

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What's Next?

- Compare DiSC® styles with others who have completed an Everything DiSC® assessment

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