



Productive Conflict

April 25, 2019

What is Conflict?

What is the first word you think of when you hear "Conflict?"

My DISC Style in Conflict

Compliance

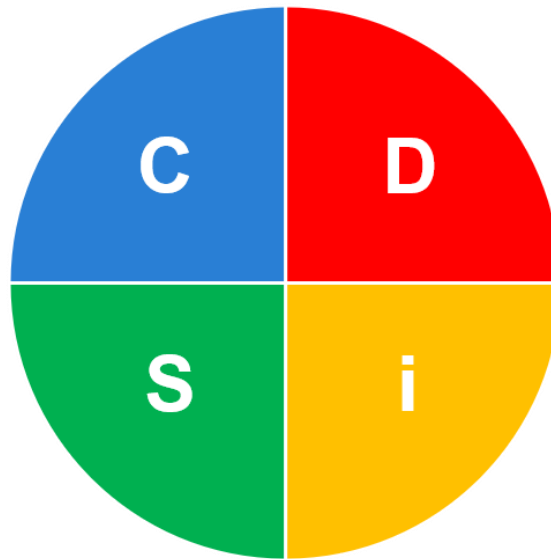
Analytical
Reserved
Precise
Private

In conflict, focuses on:
justice and logic

Steadiness

Even-tempered
Accommodating
Patient
Tactful

In conflict, focuses on:
Feelings and consensus



Dominance

Direct
Tough-minded
Strong-willed
Forceful

In conflict, focuses on:
logic and victory

Influence

Outgoing
Enthusiastic
Optimistic
Lively

In conflict, focuses on:
expression and feelings

D	I	S	C
Goals:	Goals:	Goals:	Goals:
Pitfalls:	Pitfalls:	Pitfalls:	Pitfalls:
Fears:	Fears:	Fears:	Fears:

Recognizing Destructive Responses



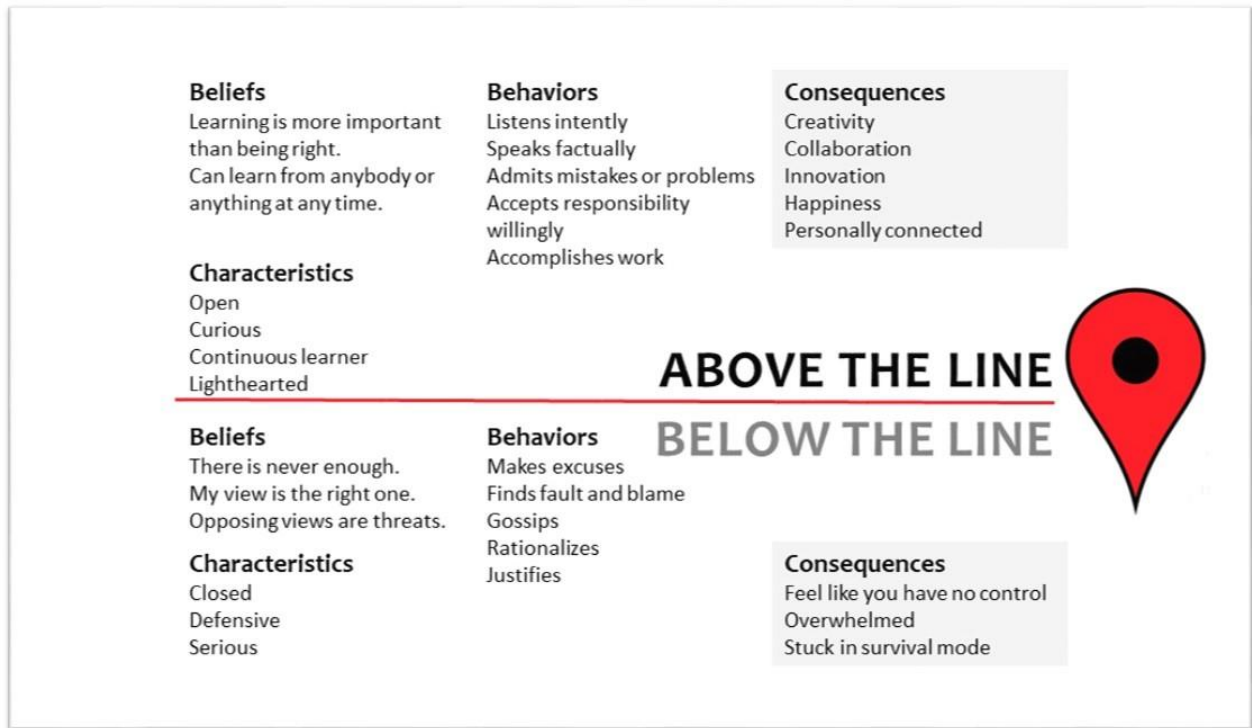
Partner Activity:

Think of a conflict situation that did NOT go well. Share it with your partner. After sharing your situation, check any of the responses that are YOUR natural destructive response(s).

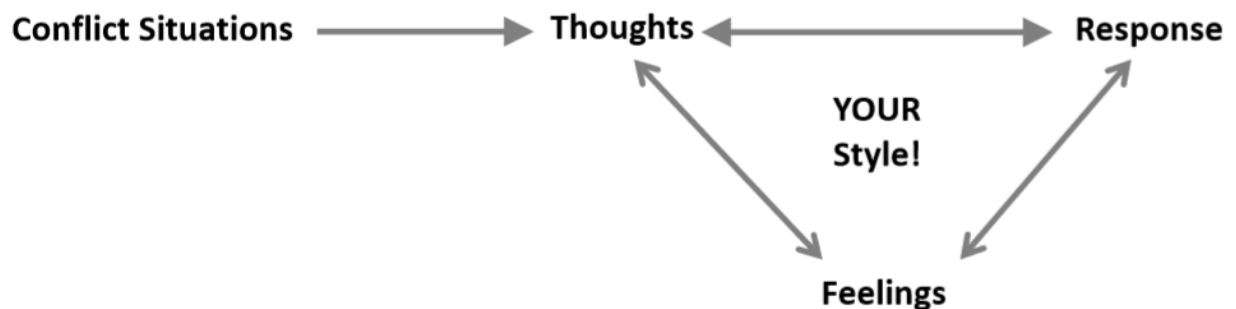
<input type="checkbox"/> Arguing	<input type="checkbox"/> Gossiping/complaining about someone
<input type="checkbox"/> Belittling	<input type="checkbox"/> Becoming hypercritical
<input type="checkbox"/> Caving in	<input type="checkbox"/> Overpowering
<input type="checkbox"/> Defensiveness	<input type="checkbox"/> Passive-aggression
<input type="checkbox"/> Diminishing others' opinions	<input type="checkbox"/> Revenge/looking to even the score
<input type="checkbox"/> Becoming overly dramatic	<input type="checkbox"/> Sabotage/introducing obstacles
<input type="checkbox"/> Exaggerating the problem	<input type="checkbox"/> Sarcasm
<input type="checkbox"/> Exclusion/leaving people out	<input type="checkbox"/> Stonewalling/becoming non-receptive
<input type="checkbox"/> Finger-pointing/blaming	<input type="checkbox"/> Withdrawing

Location. Location. Location.

Above the Line is where you'll find success and greatness, while **Below the Line** will be failure and mediocrity.



Conflict Behavior Approach (the WHY)



Changing My Response



Stepping Back:

What makes stepping back difficult for you?

What would help make you more successful?

Reframing:

Is this thought actually valid/true?

Am I overreacting or exaggerating?

Is there another way to look at this?

Choosing Productive Responses

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

Response	Easy	Difficult	Response	Easy	Difficult
Apologizing	◆	◆	Finding compromises	◆	◆
Determining the root of the problem	◆	◆	Listening	◆	◆
Stepping back to reflect	◆	◆	Communicating openly and honestly	◆	◆
Taking ownership of your part in the situation	◆	◆	Separating emotions from facts	◆	◆
Giving people time and space	◆	◆	Showing flexibility	◆	◆
Acknowledging others' feelings	◆	◆	Revisiting unresolved issues	◆	◆
Seeking active resolution	◆	◆	Communicating respectfully	◆	◆
Giving reassurance	◆	◆	Being aware of your feelings	◆	◆

Partner Activity:

Think of the conflict situation you discussed with your partner earlier today.

How could you reframe your automatic thoughts?