

Name: _____



Guide

Conflict
Resolution
Dynamics

ADAPTING YOUR STYLE TO
CREATE BETTER RELATIONSHIPS

Use in Staff Development • Management Negotiation • Team Building
Communication Techniques • Coaching • Individual Conflict Resolution

Features:

- Identifying Types of Conflict
- Understanding Expectations
- Looking at Conflict Responses
- Negotiating Strategies
- Resolving Differences

Benefits:

- Become More Productive
- Create a Better Environment
- Reduce Stress and Tension
- Avoid Major Conflict
- Develop Strong Relationships



Personality
INSIGHTS

Empowering People to Improve

Identifying Types of Conflict

Intrapersonal Conflict



Conflict within me

Examples:

Interpersonal Conflict



Conflict between two people

Examples:

Personal-Role Conflict



Conflict between a person and his or her job

Examples:

Personal-Group Conflict



Conflict between a person and the values of an organization or group

Defining Differences in Expectations- One of the main areas where most conflict begins (For example... In regards to being somewhere "on time.")



Understanding My Expectations

Based on your Style Blend and the information about DISC types and expectations on the chart above, shade the bars above "Self" and "Others" for **My Expectations**. Then complete the statements below using this information.

- I tend to have _____ expectations of myself and _____ expectations of others.
- From all the DISC types, the one set of expectations that I do not perceive as normal and have difficulty accepting is (Circle): Why? _____

Conflict Response Strategies

- INSTRUCTIONS: 1. Look at the statements below for the *DISC* types that are high in your style or your style blend.
2. Then, find one of the *DISC* types that you least understand.
3. Circle or highlight the statements that explain the conflict response strategies that would be best to use to resolve a conflict when dealing with that *D, I, S* or *C* type.



DOMINANT

How to Respond to High Ds

- Tone: must be firm and direct
- Focus: on actions and goals
- Ask: **What** type of questions
- Expect: High **Ds** to challenge and debate

How to Relate to High Ds

- Be brief and to the point
- Explain how to achieve goals using a logical action plan
- Allow them time to consider your ideas
- Let them formulate the action plan

How to Reinforce High Ds

- Repeat the plan of action focusing on goals, objectives and results
- Give bottom line instructions
- Respect their problem-solving ability
- Don't avoid confrontation (in a caring manner)



INSPIRING

How to Respond to High Is

- Tone: be informal, friendly and positive
- Focus: on expression of feelings
- Ask: **Who** type of questions
- Expect: High **Is** to shift the blame

How to Relate to High Is

- Be friendly in voice tones and attitude
- Engage them in informal dialogue
- Allow them to verbalize their feelings
- Transfer talk to an organized action plan

How to Reinforce High Is

- Offer positive encouragement and incentives for completing tasks
- Communicate positive recognition
- Respect their ability to persuade others
- Don't forget time for stimulating, fun activities



CAUTIOUS

How to Respond to High Cs

- Tone: be patient and factual
- Focus: on answering questions
- Ask: **Why** type of questions
- Expect: High **Cs** to validate information with third parties

How to Relate to High Cs

- Be specific and accurate
- Allow for their cautious, initial responses
- Allow time to answer their questions
- Include accurate data with assurances

How to Reinforce High Cs

- Provide logical steps to reach a goal
- Repeat checkpoints for clarity
- Respect their specialized ability
- Don't inhibit their freedom to ask questions



SUPPORTIVE

How to Respond to High Ss

- Tone: be nonthreatening and patient
- Focus: on preserving harmony and stability
- Ask: **How** type of questions
- Expect: High **Ss** to look for the easy way out

How to Relate to High Ss

- Be friendly and gentle
- Give personal, nonverbal acceptance and assurances
- Allow time to process and adjust to change
- Recognize that conflict will shut them down

How to Reinforce High Ss

- Repeat any instructions
- Provide hands-on reinforcement
- Respect their reliability
- Don't forget to make allowances for family









Negotiating Conflict Response Strategies

INSTRUCTIONS: Take a few minutes to consider how you may use this information to personalize Conflict Response Strategies when interacting with other *DISC* types. Then, choose any type other than your own, and complete the strategies below by personalizing the information to that type.

When I am experiencing conflict with a(n) _____, this is how I can best respond:

- Tone: Be _____
- Focus: On _____
- Type Questions: Ask _____ type of questions.
- Expect me to _____
- How to **Relate** to me:
Please _____
- How to **Reinforce** me:
Please _____
- * When I am under stress or in conflict, the best thing you can do to help me is:

Understanding Negotiation Styles in Resolving Conflict

HIGHTYPE				
COMFORTABLE BEING	Decisive	Enthusiastic	Supportive	Structured
FEARS	Losing	Rejection	Change	Being wrong
UNDER TENSION RESPONSE	Abrasive	Unpredictable	Hesitant	Pessimistic
IN CONFLICT	Attacks / Leaves	Complies w/popular	Stubbornly defend	Demand details
----- midline -----				
COMFORTABLE BEING	a Team player	Detached	Spontaneous	Unstructured
FEARS	Confrontation	Illogical Actions	Status Quo	Conforming
UNDER TENSION RESPONSE	Quiet	Calm	Action-oriented	Irrational
IN CONFLICT	Stuff feelings	Seems unemotional	Act impatient	Become sarcastic
LOW TYPE				

INSTRUCTIONS: Circle the High and Low *DISC* types on the chart above that correspond with the Very High and High or Low and Very Low segments for the plotting points in your Basic Style - Graph II. For understanding your Negotiation Style in Resolving Conflict, take a few minutes to consider the Negotiation Style descriptions that you circled for the topics: **Comfortable Being**, **Fears**, **Under Tension Response**, and **In Conflict** in each of the High or Low types in your own style. Then complete the sentences below using the circled information above.

Defining My Negotiation Style in Resolving Conflict

(To help me get myself under control before I begin seeking to resolve a conflict):

- I am most **comfortable** being _____
Comfortable
- When I feel **fears** of _____, it causes tension for me.
Fears
- Under **tension**, I become _____
Tension
- If this intensifies the **conflict**, I may _____
Conflict