



# Solving the People Problem

## Conflict

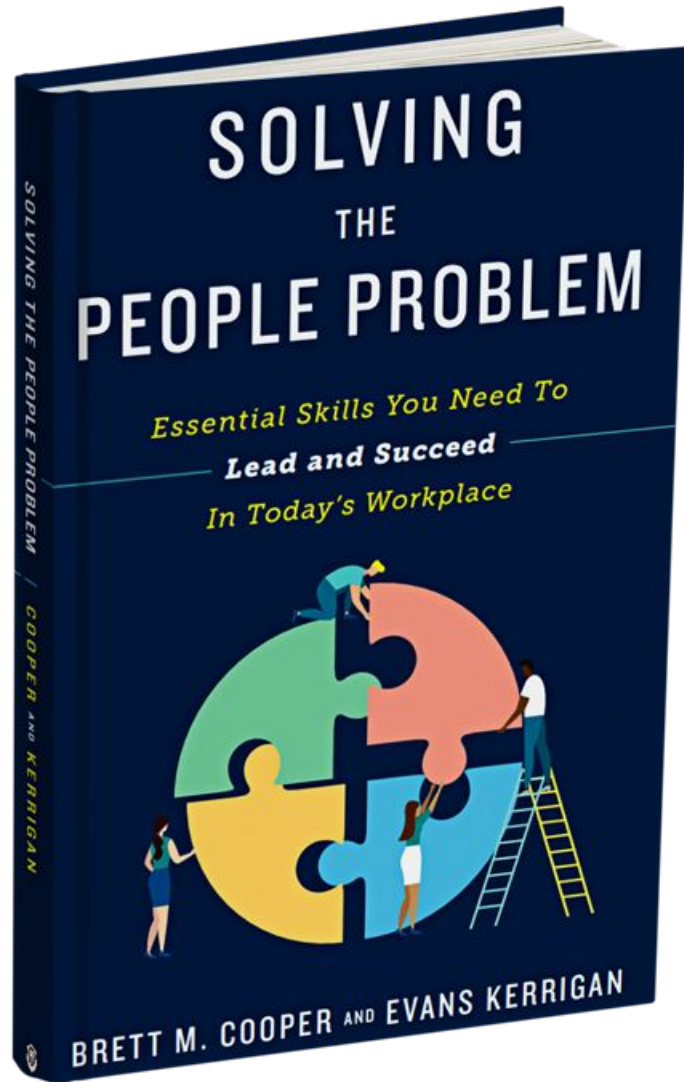
**Welcome!** In a separate window, please log on to the Catalyst<sup>™</sup>  
platform: [catalyst.everythingdisc.com](https://catalyst.everythingdisc.com)







# Time to Solve the People Problem



1. Communication
2. Conflict
3. Teamwork
4. Customer Service and Sales
5. Leadership
6. Decision making



# Introductions

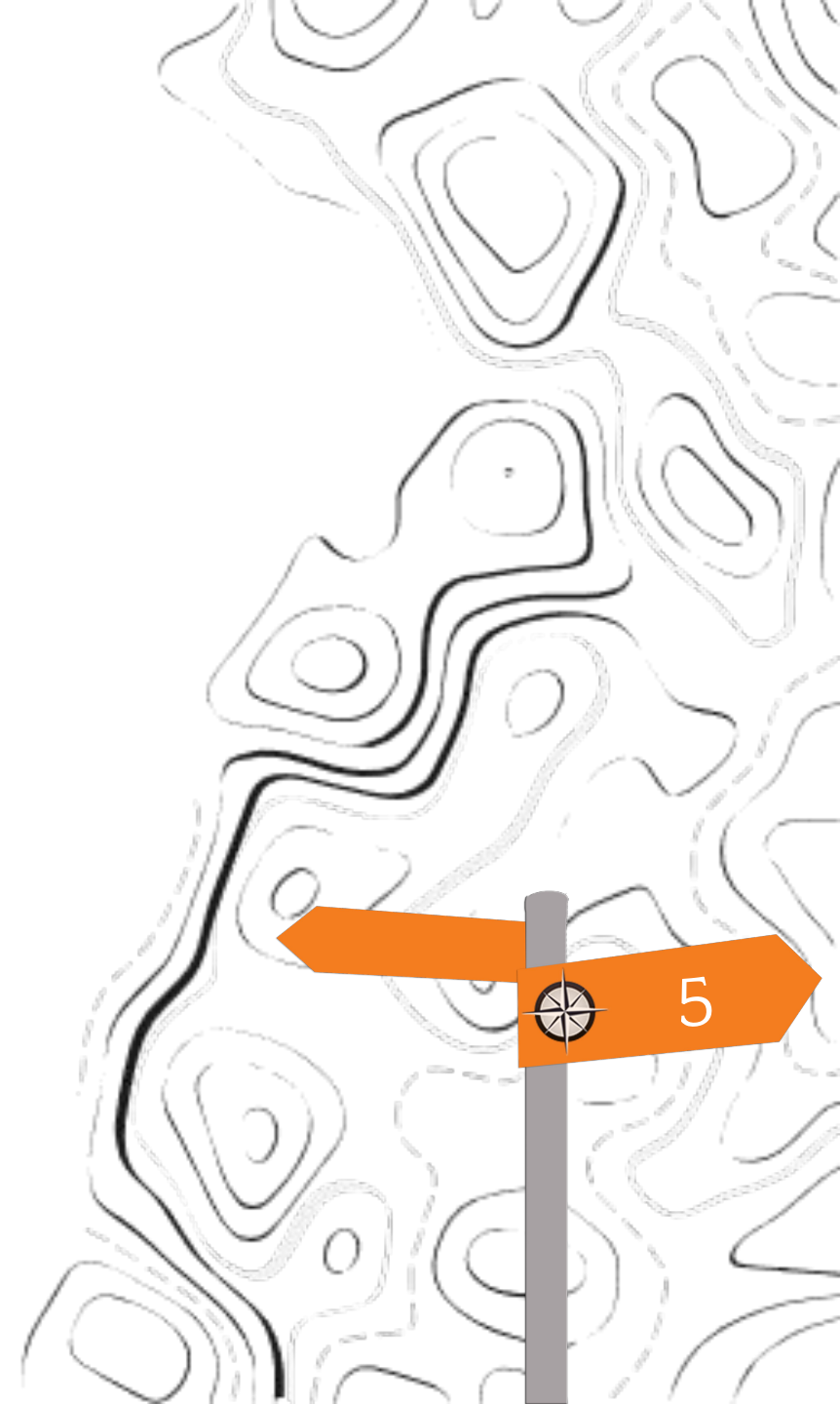
Insert facilitator pics/titles/DiSC circumplexes here





# Introductions

- Name
- Location
- Organization/Title
- What you find most challenging about workplace communication

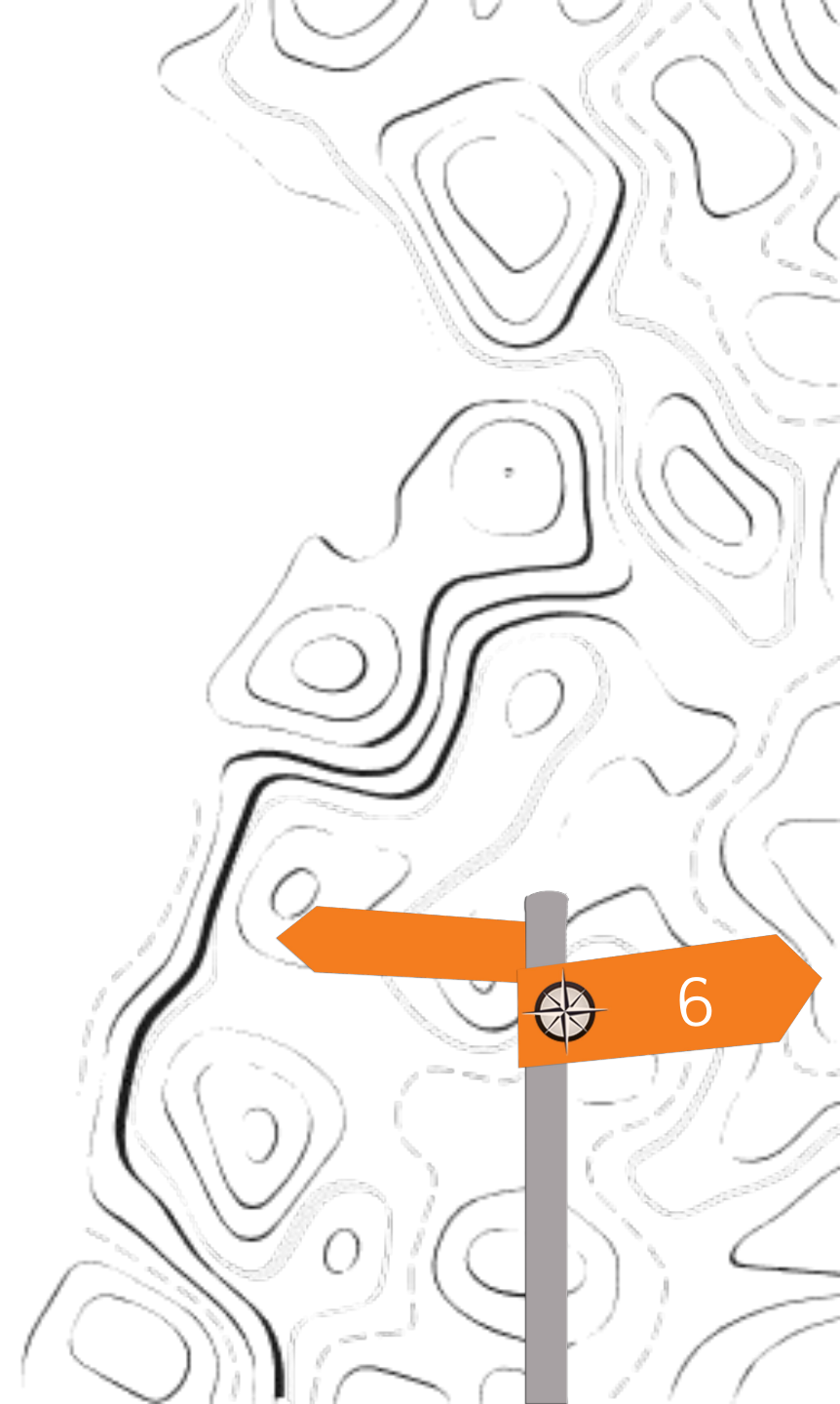




# Agenda/Objectives

- Settling In
- Conflict in organizations
- DISC-EQ Review
- Deeper Dives into each quadrant of the model
- Action Planning

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# Word Association

When you hear the word

**CONFLICT**

What immediately comes to mind? What do you associate this word with?





# The Cost of Conflict

Involved with conflict that led to personal insults and attacks?

27%

Seen conflict lead to sickness or absence?

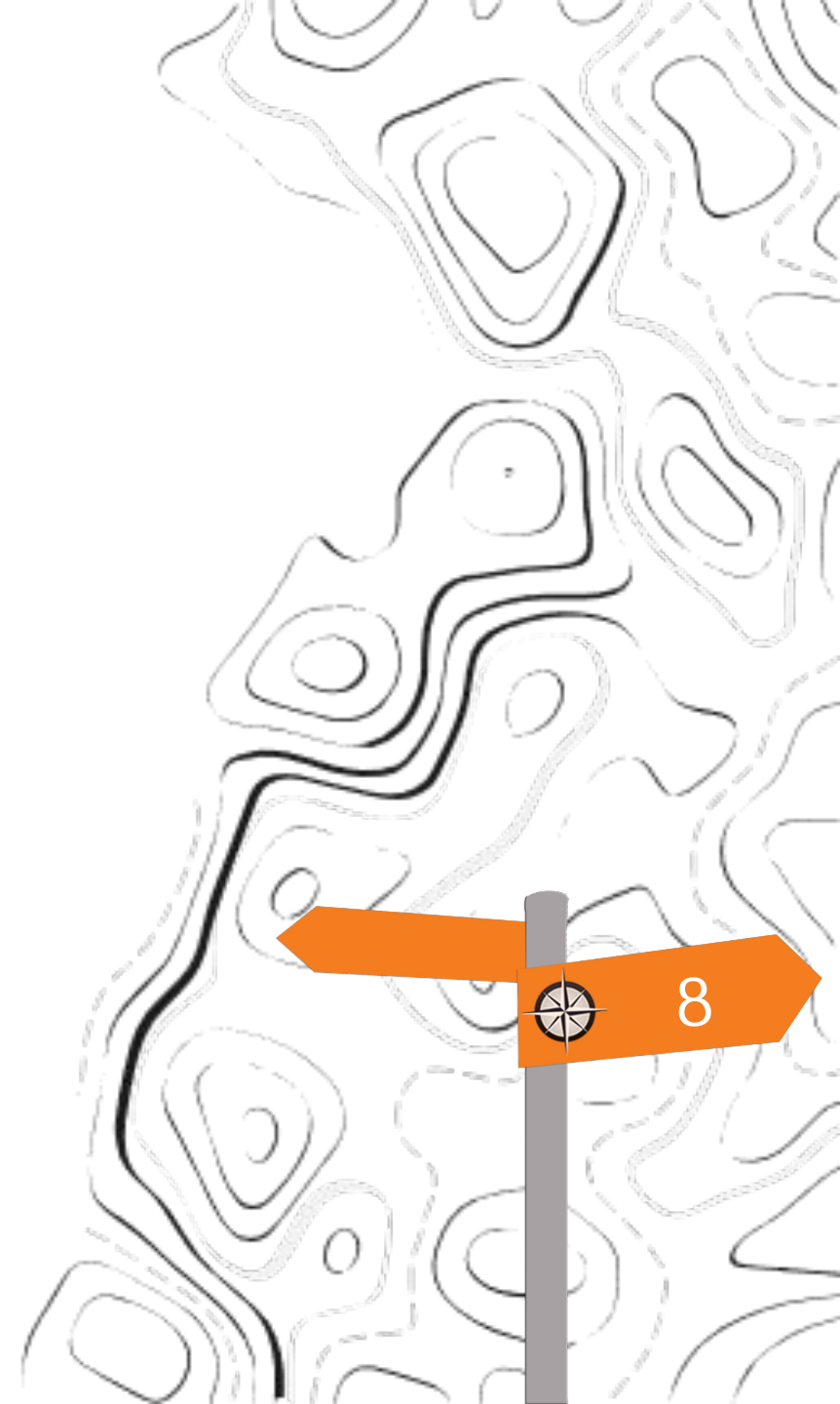
25%

Left a conflict situation with negative feelings such as demotivation, anger, frustration?

57%

Actively avoided a colleague & created disruption because of a disagreement?

76%





# The Cost of Conflict

U.S. employees spend 2.8 hours a week dealing with conflict.

This equates to an estimated \$359 billion in paid hours.

More than 1/3 of employees say negative conflict caused unwanted turnover.

And what do 62% of US employees attribute as the source of all this conflict?

Personality clashes





# Productive Conflict

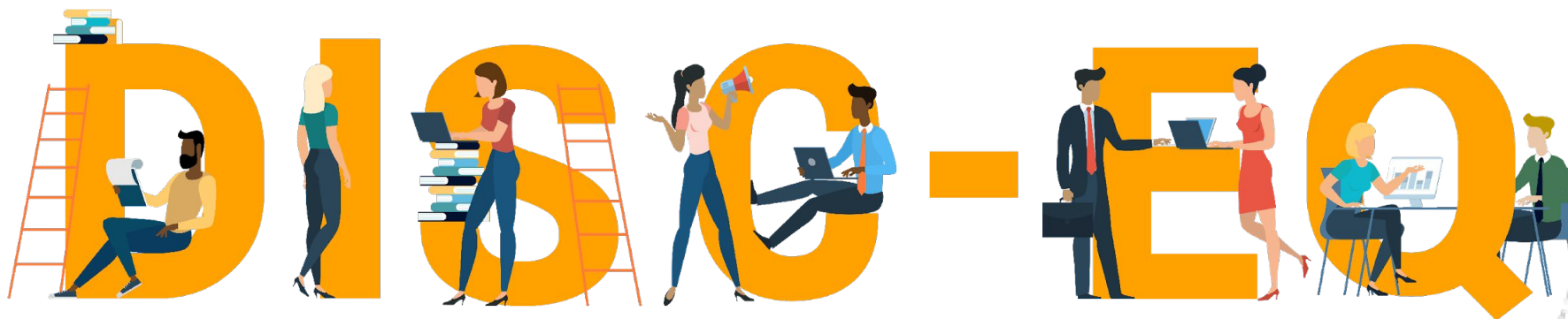
But how about some new definitions of conflict?

- The means by which we discuss options and select the best answers
- A mental struggle over an idea from opposing perspectives
- Spirited debate in search of the best idea
- Intense disagreement explored *in healthy ways*





# The Solution





# DISC-EQ

	<b>Awareness</b>	<b>Application</b>
<b>Self</b>	Know Your Style	Choose Actions Wisely
<b>Others</b>	Know Other Styles	Adapt Actions for Mutual Benefit



# DISC-EQ

A deeper dive into the “Self”  
elements of the model

**Know Your  
Style**

**Choose  
Actions  
Wisely**



# DISC Insights refresher: Catalyst™

- Go to the Catalyst™ platform and read through the “Your DiSC Style”
- Pay special attention to conflict-related information in the “How You Work” section





# In breakout rooms by *your* style

## Know Your Style

- What do you see as a strength of your style in conflict?
- What is the most common “complaint” you hear about your style in conflict?

## Choose Actions Wisely

- What 2-3 ideas do you have regarding how to adjust your style to address the complaint above?
- How can you master choosing those wise actions when things get tense?

***Elect someone to take notes and report back  
If no volunteers – whomever has the next birthday is elected!***



“Emotionally intelligent people are those who consider their own emotions and the emotions of others as a basis in framing their relationships with other people.”

(Mayer and Salovey, 1993, 1997).





# DISC-EQ

A deeper dive into the “Others”  
elements of the model

**Know Other  
Styles**

**Adapt Actions  
for Mutual  
Benefit**



# Pairs role play

Real-life conflict scenario – practice knowing the other person’s style and adapting your actions for mutual benefit.

## 1. Prep (5 minutes)

Partner 1:

- Describes a difficult conversation you need to have soon – topics, circumstances, source of tension
- Tell your partner the person’s style and likely reactions to the issue

Partner 2:

- Go to Catalyst and refresh on the style of the person you are playing
- Apply that insight to the specific scenario your partner shared with you

## 2. Practice – Have the conversation (7 minutes)

## 3. Feedback – Partner 2 shares what worked well/even better if... feedback (3 minutes)

## 4. Switch



# Action Planning

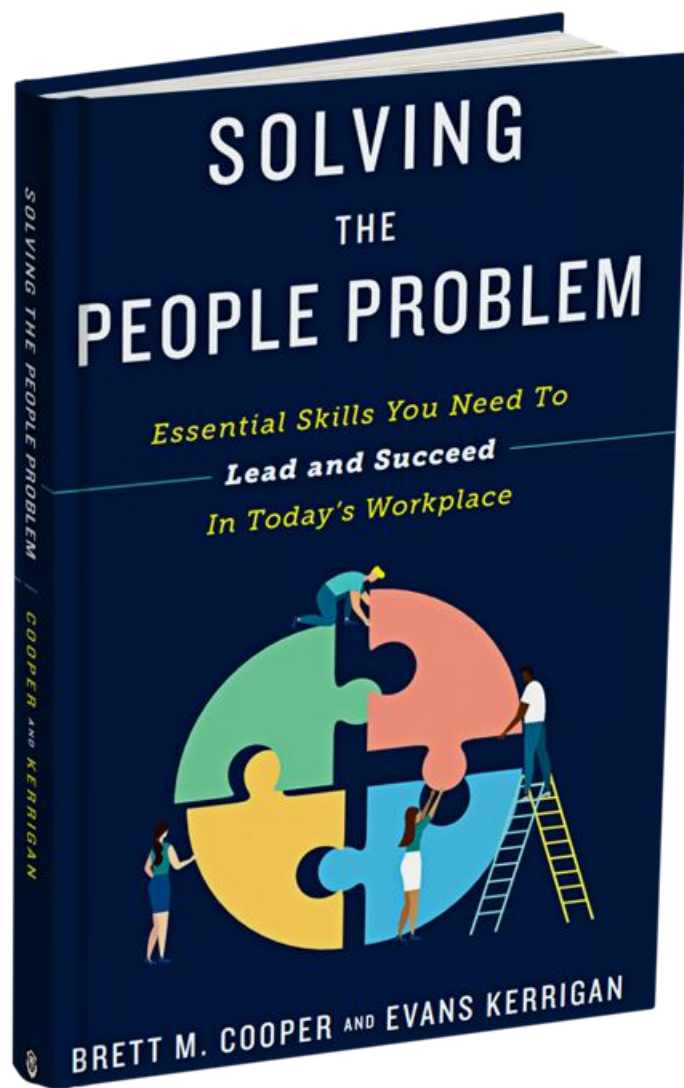
1. Think of someone who you find challenging in terms of working through conflict (perhaps role play person)
2. What style do you think they are?
3. Based on what you learned, what are one or two things you could do to manage conflict more effectively with this person?

Commit to when/what circumstance you will try this out!





# Wrapping up



A great resource to continue your growth past today

A multi-year project to capture the research and stories behind this work