



Conflict Management: A DiSC[®]-Based Approach

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Module 1: Introduction to Your Tendencies in Conflict



Session Goal and Process



Explore **four approaches** to conflict
Conflict doesn't linger

Discover the importance of finding **common goals**

Help people **re**

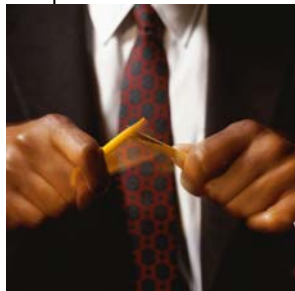
Learn how to share **productive**

perspectives productively through conf



People feel **understood**

Explore ways to generate **solutions**



Discover the benefits of made a **balanced approach**

Defining Conflict

**disagreement
or *struggle***



strong *emotions*

Conflict Approach Cards

Discard one card, face down

Trade with others

Discard one card

Turn all cards face-up

Read discarded cards

Pick one

Record your final two cards



Conflict Approaches

Direct:

- Be candid
- Acknowledge tough issues
- Make clear why you're upset
- Ask people to be up front

Empathic:

- Provide reassurance
- Acknowledge emotions
- Express feelings
- Communicate empathy

Analytical:

- Give people space
- Focus on facts
- Determine the root of the problem
- Sort out all issues

Diplomatic:

- Find a compromise
- Look out for people's feelings
- Communicate tactfully
- Show flexibility