

Program Overview

Program Content: Three training modules and optional Conflict Map and Comparison Report activities with facilitator's guides, PowerPoint®, participant handouts, and video that support the 22-page *Everything DiSC® Productive Conflict Profile*.

Program Description: *Everything DiSC Productive Conflict* helps people

- Improve self-awareness around conflict behaviors.
- Understand how their thoughts can impact their conflict behaviors.
- Learn how to reframe their thoughts so they can choose more productive behaviors in conflict.

MODULE 1: DiSC® IN CONFLICT

Length: 90 minutes

Activities:

- Individual
- Partner
- Small Group
- Large Group

Materials:

- Flipchart and markers
- *Everything DiSC Productive Conflict Profile*: pp. 2–10

Goals:

- Develop a broad conceptual understanding of conflict and the guiding principles of *Everything DiSC Productive Conflict*
- Develop a deep understanding of your own DiSC style in conflict
- Learn about the other DiSC styles

Activity Description:

Participants begin by sharing existing perceptions about conflict and then review a definition of conflict and discuss key concepts and Cornerstone Principles. Participants read about and discuss their DiSC® styles in conflict. They also review and share motivators and stressors in conflict. Next, working in pairs, participants explore how the different DiSC styles interact in conflict. The section concludes with participants reflecting on a personal conflict scenario and how their DiSC style may have impacted the outcome of the conflict.

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MODULE 2: DESTRUCTIVE RESPONSES

Length: 50 minutes

Activities:

- Individual
- Partner
- Small Group
- Large Group

Materials:

- *Everything DiSC® Productive Conflict Profile:* pp. 11–18

Goals:

- Learn how automatic thoughts influence destructive behaviors
- Identify and understand destructive conflict behaviors that you use
- Recognize automatic thoughts that you typically have during conflict

Activity Description:

Participants begin by learning how thoughts influence destructive behaviors and then focus on what others do during conflict as a way to ease into exploring destructive conflict behaviors. Then, participants review their own destructive behaviors during conflict and use the Profile to get a better understanding of why particular behaviors occur during conflict. Next, participants explore the connection between automatic thoughts and destructive behaviors. The section concludes by continuing the reflection activity from Module 1 by having participants consider both their thoughts and actions during the situation.

MODULE 3: CHANGING YOUR RESPONSE

Length: 90 minutes

Activities:

- Individual
- Small Group
- Large Group

Materials:

- Handout: Productive Conflict Log
- *Everything DiSC Productive Conflict Profile:* pp. 19–22

Goals:

- Practice catching and reframing automatic thoughts
- Learn a way to continue evaluating and improving conflict experiences

Activity Description:

Participants are introduced to the idea of stepping back and reframing their thoughts during conflict. A series of videos are used to help participants practice identifying when automatic thoughts become unhealthy. They're taught some questions they can use to evaluate their automatic thoughts, and they practice reframing some automatic thoughts. They then get an opportunity to explore some more productive responses and wrap up the module by completing their reflection activity.

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OPTIONAL ACTIVITY: DiSC® CONFLICT MAP

Length: 15 minutes

Activities:

- Small Group
- Large Group

Materials:

- Flip chart and markers
- A set of two different colored Post-it® Notes at each table
- *Everything DiSC® Productive Conflict Profile:*
p. 5

Goal:

- Discover productive and destructive conflict behaviors for each DiSC® style

Activity Description:

Working in small groups, participants brainstorm productive and destructive conflict behaviors representative of a given DiSC style. The entire group then builds a conflict map by posting the behaviors on a large DiSC map. A member of each small group then describes the behaviors the group selected and why. Participants then compare their conflict map to the map on page 5 of the Profile.

OPTIONAL ACTIVITY: COMPARISON REPORT

Length: 10 minutes

Activities:

- Large Group

Materials:

- Sample *Everything DiSC® Comparison Report*

Goals:

- Learn about the *Everything DiSC Comparison Report* and how it can help people improve their relationships with others
- Discover a new way to apply DiSC immediately and use it in your organization

Activity Description:

The facilitator walks the participants through the sample *Everything DiSC Comparison Report*.

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