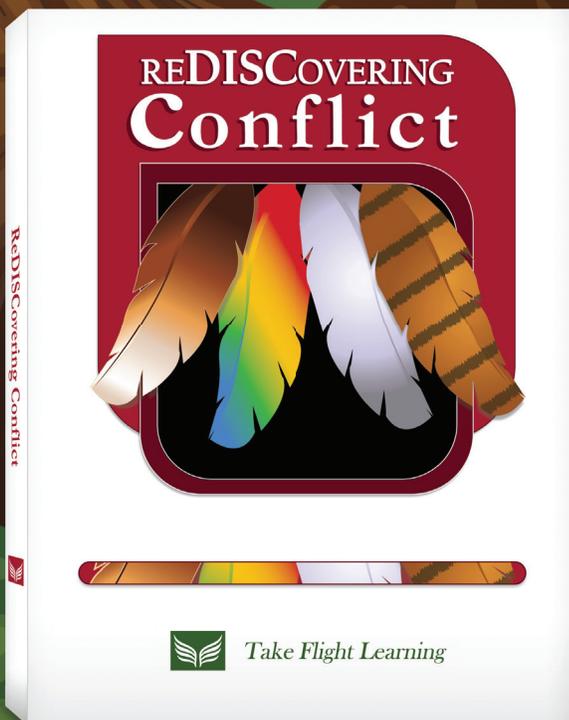


# ReDISCovering Conflict



Take Flight Learning

## Overview

The *ReDISCovering Conflict* training program helps individuals and teams effectively manage conflict by applying a deep understanding of the various personality styles and how people manage disagreements. This session builds on the insights gained in *Taking Flight with DISC* by linking Eagles, Parrots, Doves and Owls to both interpersonal and organizational conflict.

In *ReDISCovering Conflict*, participants will learn that there are predictable patterns and rhythms to how conflict develops, escalates, and gets resolved. Participants will discover how to flexibly adapt to others rather than impose their natural conflict management approach on the people they encounter. They will learn how to effectively deal with conflict by displaying the behaviors of the adaptable chameleon.

### The session includes an experiential look at:

- Why and when each style avoids conflict
- How the four styles innately respond to disagreements
- Avoiding escalation by understanding trigger reactions by style
- Managing stress and emotions during conflict
- Applying the Chameleon Conflict Model to leverage team conflict

## Outline

Imagine an Eagle offending a Dove because the Eagle was overly direct. *ReDISCovering Conflict* provides the insights and skills to turn conflict into a constructive force for collaboration, innovation and success. *ReDISCovering Conflict* shifts perspectives from seeing conflict as inherently filled with negativity, aggressiveness and repercussions to an opportunity to strengthen relationships and resolve issues. They will discover trigger words that can ignite the spark of conflict and will learn how to approach each style so they are met with a receptive, rather than closed mindset. Activities will help them understand how each style responds to conflict situations and why some people avoid conflict and others revel in it.

In the *Arguing Like Cats & Dogs* exercise, participants experience first-hand how each style is prone to escalating conflict in predictably specific ways. For example, Eagles can get louder as the conversation gets heated, while Owls turn questions into a weapon by asking leading questions that can frustrate the receiver. Parrots are prone to globalizing their perspective, as Doves can shut down for fear of damaging the relationship. Participants will discover how to read behavioral cues to better understand the needs of others.

In the *Style Continuums* activity, participants discover the multitude of ways that each style responds to conflict. For example, which styles tend to hold a grudge and who is likely to just let it go as soon as the conversation ends? Who is more likely to tune into what you said versus how you said it? They will not only learn about how the styles react, they will take the time to explore their own tendencies.

# The Chameleon Conflict Model

Beyond learning about how individuals are likely to deal with situations based on their style, *ReDIScovering Conflict* takes managing disagreements to a whole new level. Participants will learn to utilize the *Chameleon Conflict Model* to better address how teams and organizations engage in conflict. Each style embodies a different energy, and that energy is present during conflict. Participants engage in an exercise so they can experience each type of conflict in action.

## Eagle Mode



Goal-Based

Since Eagles are inherently outcome-driven, they represent Goal-Based conflict. In this mode, people lack alignment with a project or group's objective. While laughter will ensue as they work through a building block activity with seemingly competing objectives, they will learn how to identify and deal with Goal-Based conflict.

## Parrot Mode



Values-Based

Parrots insert themselves into disagreements that don't even involve them when they perceive that people are not being treated respectfully or fairly. As such, Parrots represent Values-Based conflict. Sometimes people argue over goals and process when it's really about their core principles.

## Dove Mode



Relationship-Based

Doves are primarily concerned with people's happiness and maintaining a harmonious environment. So, it's not a surprise that Doves represent Relationship-Based conflict. Participants will learn a simple approach that prevents defensiveness and enables people to engage in constructive conflict with each of the styles.

## Owl Mode



Process-Based

Owls are concerned with the details and embody Process-Based conflict. By experiencing conflict based on how differing perspectives believe the process should work, participants will be prepared to identify when the root of their issues are process-based...and they will know how to deal with it.

The *Chameleon Conflict Model* helps people understand the type of conflict they should be engaging in. They will also learn key questions to ask to help resolve each form of conflict from both a personal and organizational perspective.



## Outcomes

*ReDISCovering Conflict* challenges participants to reconsider how they interact with coworkers. They will inevitably come to realize that their natural tendency is to retreat further into their own style when under the stress of conflict. Unfortunately, this can cause conflict to spiral into even greater discomfort and disagreement.



Through a series of interactive exercises and discussions, participants gain a deeper understanding of their own approach to managing conflict. They develop awareness into how their own style may be creating expectations for them about how conflict should be addressed.

Participants will learn how to manage conflict by proactively using a new style-based conflict management model.

### Specifically, participants will learn to:

- Identify when style is an underlying cause of conflict
- Recognize why each style embraces or avoids conflict
- Implement strategies to manage conflict tactics used by each style
- Shift from placing the blame to fixing the problem
- Flex their style to bridge to others during conflict



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