



## REDUCING CONFLICT

### **INTRODUCTION:**

Few of us like conflict. So why is it so pervasive, so enduring, and so difficult to resolve? One of the primary reasons is that we all have a natural instinct to see just one side of an issue: our own. Can this instinct be reshaped? Twenty-five years of DiSC training shows that it can. This is a simple but powerful program that helps individuals and groups develop the understanding and empathy to work through tough interpersonal conflicts.

This course is designed to spark a lasting change that speaks to not only the individual, but also to the group. It builds fundamental skills that are crucial for effective teamwork and communication.

### **OBJECTIVES:**

This program is designed to help participants:

- Understand the four DiSC styles and appreciate the diverse values among co-workers
- Appreciate each other's unique strengths and accept each other's limitations
- Build empathy and compassion for the needs and struggles of their co-workers
- Understand how others see them and get feedback on their behavior
- Recognize their unique way of handling conflict and understand the impact of their behavior
- Use their new learning to develop strategies for working through conflict

### **COURSE OUTLINE:**

- Discover Four Styles of Behavior and Explore the General Preferences of Your Style
- Learn About Your Strengths and What Happens if They Are Overused
- Understand How Others Interpret Your Behavior
- Learn About Your Behavior When You Are in Conflict With Others