



*For Personal and Professional Development*

# *Manage Conflict with Confidence!*

***What you need to know to turn  
the impossible to***

***Possible and Productive!***

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# What's Love Got to Do With Conflict

Love conflict? Some of us actually appreciate and value conflict. Others squirm and turn away when conflict arises. While others view situations as an opportunity to defeat the enemy.

What causes an instant disconnect with some people? Why are some people so hard to get along with? Why can't everyone play nice and get along? It's likely that you have asked yourself similar questions regarding the behavior of people around you.

Working with people is difficult, but not impossible. Many people are “difficult” to deal with and for many reasons. However, you can turn impossible to “possible” when you have an understanding of conflict and your responses to it.



Life can be challenging when people around us don't get along or when we are unable to get along with others. How we respond to differences of opinion or approaches to life can lead to some ugly situations that can last a very long time. Whatever you think of conflict, it comes down to a difference of opinion involving strong emotions which then triggers different behaviors in each of us.

# Your Style is Annoying!

There are different scales of behavior, different approaches to solving problems, communicating, or putting a plan together. The way we approach almost all of our daily activities is usually a function of our natural style or the way we adapt in order to cope with different people or different situations.

***Everything DiSC® Productive Conflict®*** is designed to improve self-awareness around conflict behaviors. It is inevitable that when conflict occurs, we take different positions depending on the person or the issue. Conflict can be a simple disagreement or turn into World War III. With self-awareness, we can lessen the affect on our well-being—physically, mentally and emotionally.

Each DiSC style has strengths and limitations when it comes to conflict. The key is understanding that we can learn how to respond differently and choose a course that has a more productive and positive outcome.

# What is the Point?

- As people, we can observe the same situation yet perceive it in very different ways; our perception is our reality.
- We may be aware of our behavioral style and be less aware of our limitations.
- One style is not better than another style in handling or responding to conflict.
- Adapting our behavior for different situations requires us to expend energy.

People are different in their preferences and viewpoints. The way we see and respond to a conflict for instance. Conflict arises and some may want to fight for survival while others retreat or ignore a problem. The key is understanding that when we clash with one another, we aren't really seeing a difference in styles, we are seeing the person who annoys us.

The point is we need to understand ourselves better. If we can manage our behavior and how we respond to conflict, we may be able to have

productive and effective communication with people in all areas of our life.



# What's Your Conflict Style?

Each style has a natural tendency to engage in conflict. At times, our behavior style works for us and our limitations work against us.

## **D – or Dominance**

Your inclination to speak up on issues and make quick decisions often neglect the human element. Result?

People feel you are unwilling to listen to others.

Try to realize that your way is not the only way.

People around you need to feel “free” not threatened, judged, or controlled. Your short fuse and impatience can be a barrier to creating and maintaining relationships.



## **i – or influence**

You enjoy maintaining your relationships and like to keep things upbeat and friendly. Disagreements cause stress as you like being on good terms with every one. Everyone knows when you are upset or stressed as you resort to verbal attacks in a loud voice and forceful gestures. Afterwards, you may feel badly about your behavior and will settle for lose-win outcomes.

# What's Your Conflict Style?

## **S - or Steadiness**

You are the picture of calm, friendly and supportive. However the volcano that lies beneath the exterior is bottling up frustration, stress, and anger. You desire

to support others and at same time avoid conflict at all cost, you often end up being pushed around or manipulated by others. You can easily become defensive and evasive when facing an angry person. Your response to change is



WHY? Be careful not be perceived as an obstacle to progress.

## **C - or Conscientious**

In an attempt to create perfection and take care of all details, the “C” style lives with fear of mistakes. Careful and detail oriented when it comes to tasks, you are far less concerned when it comes to relationships. You prefer to keep emotions at bay and avoid conflict situations by giving in and not expressing your frustrations. Bottling your hurt, you find creative ways to get back at the other person in the form of withholding information or refusing support.

# DiSC Styles in Conflict

## D in Conflict

*Becomes very controlling; determined to win. Can be loud and abrasive; don't expect an apology.*



## i in Conflict

*Boils over quickly and becomes assertive; resorts to strong language and loud voice. Feels badly after.*



## C in Conflict

*Stays quiet and unemotional. Focus is rational, factual, logical. Will withdraw until they are ready to address the issue.*



## S in Conflict

*Avoids disputes, wants harmony. Appears to cooperate; anger may show up in work stoppage.*



# People Want You to Know

## D Opportunity

*When you try to impose your way, it feels autocratic and little room for others to work with you. Be open to reason and explanation.*



## i Opportunity

*Take a step back; slow down and focus on what people are telling you. Speak in a calm manner and allow us to understand your frustration. Listening helps too.*



## C Opportunity

*Holding onto resentment makes a situation more difficult to resolve. Upsets are stressful for all of us. Let people know how we can resolve.*

## S Opportunity

*Avoiding conflict does not solve the problem. Being nice can appear to agree; be willing to discuss to regain harmony.*



# What to Do?

Our inability to be candid about ourselves—strengths and limitations keeps us in a holding pattern. We wait for the other person to stop being annoying and get upset when it doesn't happen.



We share what we want to share about ourselves, our experiences and assume

That others have the same perspective. We expect others to completely understand our context and meaning. The reality is that we don't clearly understand each other and we make assumptions that we do.

It's a vicious cycle when we go through life and assume the other person completely understands or worse...is just like me. We need to do something different. We can learn more about the many dimensions that makes us who we are. Completing an [Everything DiSC Productive Conflict profile](#) can be your first step!

“When you master the art of DiSC and ***understand behavioral differences***, that's when you will turn impossible relationships into ***Possible and Positive relationships*** with those around you.”

# What's Next?

**Here are 3 things to think about:**

**#1**—Everyone starts somewhere. Self-awareness is a life long journey and your interest in developing your personal and professional goals is noteworthy.

**#2**—After our general introduction to the purpose and being purposeful when listening can build stronger and healthier relationships.

**#3**—Your personal style impacts the way you see the world and the way others see you. The opportunity for having great relationships starts with YOU!

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**About the author:** Sherry Greenleaf, Managing Director of IMPACT Training and Development, Registered Corporate Coach, and Wiley Partner, works with organizations who want to improve engagement, retention and service—and with people who want to rediscover the joy of their work. She empowers leaders to better manage every area of their life as they discover and master proven leadership skills to bring out the best in others.

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