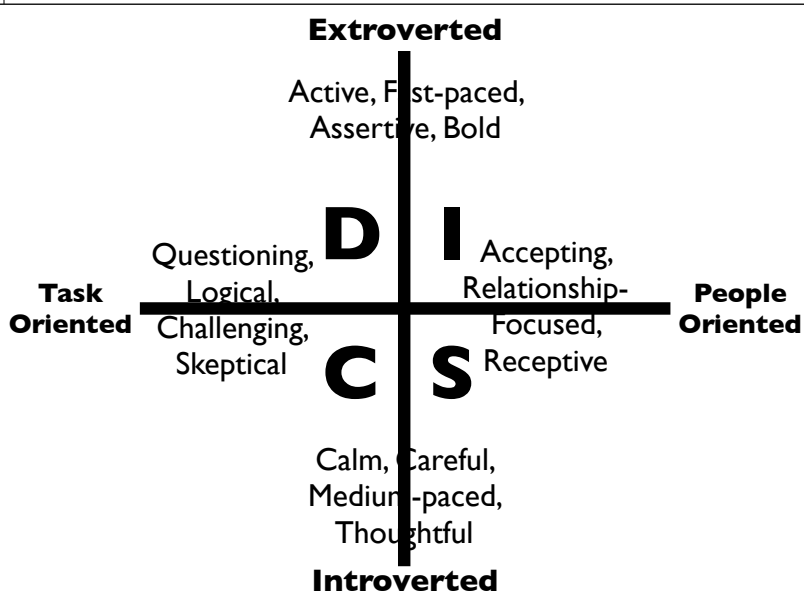


3 things you must do with CONFLICT

- ⊕ Work to Prevent, not Avoid, Conflict
- ⊕ Work Quickly to Deal with Conflict
- ⊕ Work Diligently to Resolve Conflict

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DISC Styles

D Direct Dominant Decisive	I Influencing Interactive Inspiring
C Correct Cautious Conscientious	S Stable Steady Secure

DOMINANCE

- Want immediate results
- Likes a challenge
- Instigates action and gets things done
- Makes quick decisions
- Take authority
- Works hard & manages troubles
- Solves problems quickly
- Self-reliant
- Persistent

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INFLUENCING

- Likes to connect with people
- Outgoing and friendly
- Optimistic
- Makes a favorable impression
- Likes entertaining
- Generates enthusiasm
- Likes to participate in a group
- Persuasive
- Articulate

STEADINESS

- Good listener
- Loyal/reliable
- Consistent performance
- Predictable behaviors
- Demonstrates patience
- Servant's heart
- Build relationships
- Seeks harmony
- Very supportive
- Establishes stable work environment

COMPLIANCE

- Pays attention to details
- Follows key directives
- Committed to quality
- Analytical thinker
- Diplomatic
- Articulates pros and cons
- Diplomatic with people
- Self-disciplined
- Provides critical evaluation
- Systematic

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Style Characteristics

D

Measures how a person solves problems and responds to challenges

- High Ego Strength; Seeks Authority
- Impatient
- Greatest Fear = **Being Taken Advantage Of**
- Desires Change
- States when they are angry
- Does Many Things At Once
- Responds To Direct Confrontation
- CONFLICT: Direct Approach (head-on)

The higher the D value, the more active and intense an individual will be in trying to overcome problems and obstacles.

Enhance Communication With Ds:

Do:

- Be brief, direct, to the point
- Be candid
- Ask "What", not "How"
- Focus on business, they desire results
- Highlight logical benefits
- Agree with facts & ideas, not with a person
- Discuss problems in light of how they affect outcome

Don't:

- **Ramble**
- **Repeat yourself**
- **Focus on problems**
- **Be too sociable**
- **Generalize**

Style Characteristics

- Emotional
- People-Oriented
- Greatest Fear = **Rejection**
- Disorganized
- Optimistic
- Encouraging
- Sensitive to Conflict
- CONFLICT: Insightful Approach

I

Measures how a person attempts to influence or persuade others

The higher the I value, the more verbal and persuasive the person will be in trying to influence others to his/her way of thinking.

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Enhance Communication With Is:

Do:

- Build a favorable environment
- Let them talk about ideas, people, their institution
- Share testimonials
- Allow for social time
- Write details, but do not dwell on them
- Create incentives for following through

Don't:

- **Eliminate social time**
- **Do all the talking**
- **Ignore their ideas**
- **Tell them what to do**

Style Characteristics

- Loyal; Diplomatic; Team Player
- Person of Substance
- Greatest Fear = **Loss of Security**
- High Level of Trust
- Possessive
- Resists Change; Adapts Slowly
- Even tempered; good negotiator
- Seeks Compromise in Conflict
- CONFLICT: Solution Approach

S

Measures the pace at which a person responds to change

The higher the S value, the more a person is resistant to change. In addition, the higher the S value, the more a person prefers to start and complete one project at a time.

Enhance Communication With Ss:

Do:

- Build a favorable environment
- Show genuine interest in them
- Ask "How" questions
- Patiently draw out their goal
- Give them time to adjust
- Define goals, procedures & their role in the plan
- Assure personal follow-up
- Minimize perceived risk

Don't:

- **Be pushy, aggressive or demanding**
- **Be controversial**

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Style Characteristics

- Perfectionistic
- Sensitive yet even tempered
- Greatest Fear = **Criticism**
- Accurate
- Requires Many Explanations
- Asks Many Questions
- Systematic Approach
- Identifies Core of Conflict
- CONFLICT: Conscientious Approach



Measures how a
person responds to
the rules and
regulations of others

The higher the C value, the more the person will
comply with rules set by others.

Enhance Communication With Cs:

Do:

- Prepare your case in advance
- Delineate pros & cons
- Use accurate data
- Assure them "No surprises"
- Use precise explanations
- When agreeing - be specific
- Disagree with facts, not with the person
- Give patient and diplomatic explanations

Don't:

- **Refuse to explain the details**
- **Answer questions vaguely or casually**