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CLI
two-minute
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*A series of tips that
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DiSC: Four Responses to Conflict

Dr. Susan Cain, Ed. D, Taylor Viering & Molly Fogel | Corporate Learning Institute

There's always room for improvement. Two-Minute Reads are a free tool you and your organization can use just for that reason.

Each DiSC personality responds differently when faced with conflict:

D: Demand. Over assertive, autocratic, unbending, over-controlling, strong-willed, attempts to impose thoughts and feelings on others.

Under pressure: demanding. Extreme reaction: leaves.

I: Attack. Explosive, emotionally attacks others and their ideas, uses condemnations and put downs to discredit others, tells people how he/she "feels" about things.

Under pressure: over-sells. Extreme reaction: gives up, may pout.

S: Avoid. Less assertive, keeps thoughts and ideas to self, more controlled, withdraws from other people and/or undesirable situations, plans next move.

Under pressure: gives in. Extreme reaction: acts hurt, accuses.

C: Comply. Gives in to keep peace and reduce conflict, appears to agree with others, tolerates things even though he/she may disagree, desires to save the relationship even if it hurts them the most.

Under pressure: can't decide. Extreme reaction: emotional attacks.

The better you know how your employees or coworkers will respond to conflict, the better prepared you will be to resolve it.

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