

Conflict Management: A DiSC®-Based Approach

How do you reduce tension, resolve challenges and improve productivity between co-workers?

By helping employees discover non-threatening, respectful ways to communicate preferences and discuss differences.

idXready™: Conflict Management: A DiSC®-Based Approach provides teams with the **key to maintaining a well-balanced workplace environment** by helping individuals understand their own and others' behavior in conflict, and providing them with the problem-solving skills needed to manage adversity in the workplace.

By incorporating validated research-based assessment data, *Conflict Management: A DiSC-Based Approach* personalizes the learning experience for each individual. Participants discover **their natural responses** to conflict and learn how others may interpret behavior differently. Rich video content and a wide range of individual and group activities generate opportunities for participants to **explore ways to communicate preferences** and **deal with differences**, resulting in the creation of **well-balanced, high-functioning teams** that can deal effectively with conflict.

Participants walk away with the skills, knowledge, and tools they need to deal with conflict, resulting in **stronger, more productive teams, higher employee satisfaction, and less turnover.**

In ***Conflict Management: A DiSC-Based Approach***, participants will:

- Discover their natural tendencies in conflict and understand how others' tendencies differ from their own
- Appreciate the value of finding common goals among the parties in a conflict, and learn an approach for finding these common goals
- Understand the need for all parties in a conflict to have their perspectives heard, and learn how to share their perspectives in a productive way
- Realize the importance of focusing on solutions rather than problems
- Learn strategies for generating options that resolve conflicts
- Reflect on how their natural tendencies might affect their ability to find solutions
- Gain the tools they need to come to better decisions in conflict situations

***idXready Programs* synchronize...**

- proven learning models • participant pre-work
- rich video assets • validated research-based assessments
- individualized participant manuals • fully scripted leader's manuals
- professional PowerPoint • proven processing activities • contemporary content

Other *idXready* Programs

- Frontline Management: Leveraging the Strengths of Your Style
- Capitalizing on Team Talents™
- Collaborative Skills for Teams
- DiSC®-Powered Selling
- Improving Your Listening Skills

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Introducing *idXready*™

idXready™ programs are the first training and development programs that are designed to integrate and synchronize all aspects of the learning experience, from participant pre-work to individualized workbooks; from rich video assets imbedded into professional PowerPoint to proven processing activities. By incorporating validated research-based assessments into participant workbooks, *idXready* programs allow you to deliver training at an individual level, making your business and people skills training a vital part of your organization's learning strategy.

***idXready* programs have synchronized the following training essentials for you:**

Online Assessment

Includes trusted, proven assessment. The assessment is sent as pre-work completed online prior to training, ensuring training time is maximized.

Individualized Participant Workbook

Workbooks incorporate personalized assessments for each individual. The learning becomes relevant and the facilitation time more effective and productive.

Synchronized Participant Pages

Corresponding participant workbook pages for every PowerPoint reference. Note taking is made easy — guesswork is removed, and participants keep in step with every reference you make.

Fully Scripted Leader's Guide

Synchronized with Participant Workbooks and PowerPoint, and editable. Leader's Guides are generated in easily accessible PowerPoint files, which are ready to use as they are, or may be edited with your personal touches.

PowerPoint That Makes a Point

High-impact, visual storytelling slides with effective animations. Professional, high-quality presentations that quickly engage learners.

Video Built into PowerPoint

PowerPoint files built with video synchronized right into the presentation. No more wasting time searching for video clips on a VHS tape or DVD, taking the stress out of transition time.



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