



· THIN BOOK ·

*Solutions Series*

## #3 - Using DiSC® With Patrick Lencioni's

# *The Five Dysfunctions of a Team: Conflict*

We know many of you use the books and products associated with the best selling *Five Dysfunctions of a Team*. We, too, think Five Dysfunctions is very good. Here's some ideas to link Thin Book Publishing tools to the Team-Building Roadmap.

High performing organizations see conflict as healthy and constructive and the natural result of different points of view. However, there are deeply held cultural norms that view conflict as negative and something to be avoided. Conflict is defined in the dictionary as a collision, battle, fight, struggle, controversy, opposition and/or antagonism. Yet, the collision of two atoms creates the largest force of energy we know. A battle, fight or struggle of different ideas can be invigorating, if it leads to breakthrough ideas. Controversy can be the beginning of seeing something in a new way. Opposition can be invaluable if it causes a group to break out of group-think. Antagonism in a physiological sense can be beneficial as one muscle works against another to create a whole range of motion. So while many categorize conflict as negative, it can be re-framed as positive. The key is to understand how to manage the dynamics of conflict in a constructive way.

The purpose of any creative process is to co-create new knowledge or ways of seeing problems and opportunities. The elements necessary are a willingness to share diverse points of view and experience in a respectful way. The best quality decisions are made from a large number of ideas which means that some participants will advocate ideas that won't make it to the final group. However, if people feel their ideas are welcome and heard, they won't hold back their thoughts for fear of being dismissed or marginalized. We all have a natural approach to conflict. By learning to identify the team member's styles and leveraging the advantage of each, a team can begin to create that constructive, respectful and creative environment.

### **idXready Conflict Management: A DiSC®-Based Approach**

This professionally designed turnkey program builds on DiSC® 2.0 by showing teams how to manage conflict so that it is constructive. You have the advantage of continuing to use the same language as DiSC to create a common language in the organization that identifies each person's natural approach to conflict and the steps to turn conflict into a constructive team function.

In this program, participants will:

- Discover their natural approaches to conflict and understand how other approaches differ from their own;
- Learn how to find common goals among the parties in a conflict;
- Understand the need to acknowledge all sides of the issue, 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; and
- Discover the need for a balanced approach to bring resolution to conflicts.

### **Pricing**

- Program (Portable flash drive with PowerPoint, video, Leader's Guide and Sample Participant Guide): \$995
- Customized Participant Materials: \$108 per participant (includes the DiSC profile)
- Facilitator Group Report: \$46.50

Purchase from Thin Book Publishing  
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