

# WELCOME !

## CDP Practitioner's Conference

# I Love Conflict: *Other People's*

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# I Love Conflict: *Other People's*

 ***I Love Conflict*** because I love the CDP

- Behavioral Focus
- Constructive & Destructive Responses
- Emphasizes the role of emotion
- Hot Buttons

# I Love Conflict: *Other People's*

 ***I Love Conflict*** because the CDP delivers results

- Organizations benefit
- Individual coachees benefit

# I Love Conflict: *Other People's*

- 🐠 ***I Love Conflict*** because I love the CDP
- 🐠 And there are those cases in which individuals feel and have demonstrated competence “Almost Always”
- 🐠 Why isn't it ALWAYS?

# I Love Conflict: *Other People's*

- 🐼 In small groups/pairs:
  - What is the nature of how I move into ***other people's*** conflict?
  - What is the nature of how I move into ***your own*** conflict?
  - If there's a difference – why?

# I Love Conflict: *Other People's*

## Case Study: Tim & Jeff

- 🐠 Entrepreneurial business unit in a traditional corporate structure
- 🐠 Both achieve excellent results
- 🐠 Jeff reports to Tim
- 🐠 Jeff's behavior is inconsistent with stated corporate "people values"
- 🐠 Jeff protected by Tim's superiors
- 🐠 Tim is prohibited from holding Jeff accountable to "how" he relates because of "what" he achieves
- 🐠 CDP 360s for both show competence except with each other

# Conflict Response Categories

## Constructive

## Destructive

### Active

**Perspective Taking**  
**Creating Solutions**  
**Expressing Emotions**  
**Reaching Out**

**Winning at All Costs**  
**Displaying Anger**  
**Demeaning Others**  
**Retaliating**

### Passive

**Reflective Thinking**  
**Delay Responding**  
**Adapting**

**Avoiding**  
**Yielding**  
**Hiding Emotions**  
**Self Criticizing**

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- 🌱 Jeff protected by Tim's superiors
- 🌱 Tim is prohibited from holding Jeff accountable to "how" he relates because of "what" he achieves
- 🌱 CDP 360s for both show competence except with each other
- 🌱 Both recognize and agree that they personally and the business would benefit from working together more effectively




# I Love Conflict: *Other People's*

## *Case Study: Tim & Jeff*

- 🐠 In small groups/pairs discuss
- 🐠 What do you do when “Almost Always” is not often enough?
- 🐠 Generate Ideas (nod to the EMP) for how to coach Jeff & Tim
- 🐠 Identify strategies to effectively intervene

# I Love Conflict: *Other People's*

## Hot Buttons

 36 items tapping the 9 situations/*people* causing the greatest degree of irritation to the individual

- Unreliable
- Unappreciative
- Micro-managing
- Abrasive
- Hostile
- Overly analytical
- Aloof
- Self-centered
- Untrustworthy

# I Love Conflict: *Other People's*

- 🐡 The 10<sup>th</sup> Hot Button = “*That Person*”
- 🐡 36 items tapping the 9 situations/**people** causing the greatest degree of irritation to the individual
  - Unreliable
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  - Untrustworthy

# I Love Conflict: *Other People's*

## *Case Study: Tim & Jeff*

- 🌐 Perspective Taking Worksheet
  - Helped!!

# Teach others to forgive:

- Learn to forgive!
- Holding on to bitterness is like drinking poison and hoping your enemy will get sick.

