



User Guide

WILEY



Everything DiSC® Productive Conflict

INTRODUCING *EVERYTHING DiSC® PRODUCTIVE CONFLICT*

Everything DiSC® Productive Conflict provides learners with techniques to improve self-awareness around conflict behaviors. It helps participants identify and reframe unhealthy thoughts so they can curb destructive behaviors. This in turn allows conflict to become more productive, ultimately improving workplace results and relationships. This product can be used by everyone in an organization, regardless of title or role, to improve the quality of the workplace.

What's Online?

Everything DiSC Productive Conflict Profile
(prework assessment)

Everything DiSC Comparison Report
(follow-up tool)

Everything DiSC Supplement for Facilitators

What's in the Box?

Everything you need to facilitate a half-day session on productive conflict.



Look for this icon to learn how you can easily customize *Everything DiSC Productive Conflict* to create a training solution unique to your organization.

FACILITATION MATERIALS

Everything DiSC® Productive Conflict facilitation consists of three modules plus optional activities. Each module includes:

- Leader's Guide in MS Word
- Participant handouts in MS Word
- PowerPoint® with embedded video

Module 1: DiSC® in Conflict

Participants discover how DiSC® styles affect their own and others' conflict behaviors.

Module 2: Destructive Responses

Participants learn how their thoughts can influence their conflict behaviors and what thoughts and behaviors might be typical for them.

Module 3: Changing Your Response

Participants learn how to “catch” and reframe their thoughts, which can help them choose more productive behaviors in conflict.

Optional Activity: DiSC Conflict Map

Participants identify both productive and destructive behaviors for each DiSC style.

Optional Activity: Comparison Report

Participants learn about the *Everything DiSC Comparison Report* and how it can help them improve their relationships with others.

Everything DiSC® Productive Conflict



Leader's Guides, PowerPoint® presentations, and participant handouts can be used as is or customized to suit your needs.

For instructions on how to customize your *Everything DiSC® Productive Conflict* program, go to www.everythingdisc.com/help and read the "How To" documents.

SUPPORT MATERIALS

The *Everything DiSC Productive Conflict* Support Materials folder includes access to:

- Help for customizing your program
- Research reports and white papers
- FAQs
- *Everything DiSC Productive Conflict* Video Viewing Guide
- Sample reports
- Images
- Templates

EVERYTHING DiSC® PRODUCTIVE CONFLICT VIDEO

Everything DiSC® Productive Conflict includes 7 video segments, located in the Facilitation Materials folder. *Everything DiSC Productive Conflict* video is available with English subtitles or without subtitles.

Introduction to DiSC® and Conflict

3:30 minutes, 1 segment

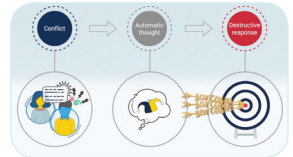
Introduces the DiSC® model and describes the four DiSC styles in the context of conflict.



Destructive Responses

1:30 minutes, 1 segment

Describes a model for understanding how we respond to conflict.



Changing Your Response

1:45 minutes, 1 segment

Describes how to step back and reframe one's thoughts during conflict.



Automatic Thoughts

5:30 minutes, 4 segments

Shows a series of conflict conversations in which one person's automatic thoughts are highlighted.



Everything DiSC® Productive Conflict



The video can be integrated into your custom PowerPoint®, using the Video_BuildYourOwn file in the Facilitation Materials folder.

For instructions, refer to “How to Customize Using Everything DiSC Video” at www.everythingdisc.com/help.

THREE STEPS FOR USING EVERYTHING DiSC® PRODUCTIVE CONFLICT

Step 1: Assign Prework

The *Everything DiSC® Productive Conflict Profile* is an individualized conflict-specific 23-page report created from a participant’s responses to the research-validated online Everything DiSC® assessment.

To assign the *Everything DiSC Productive Conflict Profile*, log into your EPIC account at <https://admin.wiley-epic.com> and click on **Manage Reports**. For instructions, refer to “How to Assign Everything DiSC Prework” at www.everythingdisc.com/help.

If you do not have an EPIC account, contact your Everything DiSC Partner for assistance.



Remove or rearrange pages, customize the report title, or print selected sections to meet your needs.

For instructions, refer to “How to Tailor Everything DiSC Profiles” at www.everythingdisc.com/help.

Step 2: Prepare and Deliver Facilitation

Insert the *Everything DiSC® Productive Conflict* USB drive into your computer's USB port and open the Facilitation Materials folder.

Select the training materials needed for your session.

Create and save customized solutions to your USB drive.



CUSTOMIZE

For information on how to customize your *Everything DiSC Productive Conflict* program, go to www.everythingdisc.com/help and read the “How to” documents.

Step 3: Provide Follow-up Tools

Everything DiSC Comparison Reports are follow-up reports that can be created for any two participants to illustrate their similarities and differences. They work for all Everything DiSC applications, allowing you to create reports for coworkers and for managers and their direct reports. These research-validated 10-page reports help to build better relationships and make training stick.

Everything DiSC® Productive Conflict

REGISTER YOUR SOFTWARE

Register your product to receive **free technical support** and immediate **product update notifications**.

- Go to www.register.everythingdisc.com.
- Follow the prompts to enter your serial number and other required information.

- Record the Registration ID below and/or print the registration confirmation.

Product Registration ID: _____