

# Frequently Asked Questions

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## EVERYTHING DiSC<sup>®</sup> PRODUCTIVE CONFLICT CONCEPTS

### **How does *Everything DiSC<sup>®</sup> Productive Conflict* help people and groups address conflict?**

Everything DiSC<sup>®</sup> profiles traditionally provide narrative feedback with a particular area of focus such as leading a team, selling to clients, or managing and motivating employees. Because workplace conflict is a major issue that all organizations face, *Everything DiSC Productive Conflict* focuses on specific information about understanding your own tendencies in conflict, helping you understand why you engage in certain destructive conflict behaviors, and provides you with a solution to engage in more productive conflict behaviors. By staying aligned with our cornerstone principles that all DiSC<sup>®</sup> styles are equally valuable, *Everything DiSC Productive Conflict* helps you understand that each of your colleagues have their own behavior tendencies in conflict. By learning about your own behaviors and understanding others' behavior in conflict, you can use that knowledge to increase the chances of having more productive conflict, which can help lead to better working relationships and better organizational outcomes.

### **Is the *Everything DiSC Productive Conflict* assessment valid and reliable?**

Yes. In fact, we only publish Everything DiSC products that have surpassed our strict testing standards and have been proven effective through our iterative design process. *Everything DiSC Productive Conflict* relies on the same assessment as other Everything DiSC applications, so previous validation work is equally relevant now. This assessment builds on over 40 years of DiSC research and knowledge. Specific information related to validity and reliability is available in the Everything DiSC Research Report and the *Everything DiSC Research Manual* (in English).

### **How did you determine the Productive Conflict Priorities?**

Several rounds of data collection preceded the final selection of *Productive Conflict* priorities. A panel of DiSC subject-matter experts selected an initial set of priorities that was believed to best reflect the approach each style takes to conflict. Labels were chosen that (1) accurately reflected the conceptual model and (2) were useful in communicating the story behind each DiSC style. Over 10,000 participant responses were collected to help refine the labeling and measurement of the priorities. Overall, the research suggests that the *Productive Conflict* model does accurately reflect real-life work environments and is therefore useful for understanding various approaches to handling conflict. More information is available in the *Everything DiSC Research Report* and the *Everything DiSC Manual* (in English).

**Will my DiSC® style be different in *Productive Conflict* than it is in *Workplace* or other Everything DiSC® applications?**

The assessment items used to determine a person's DiSC® style and dot placement in *Everything DiSC® Productive Conflict* are exactly the same as the items used for *Everything DiSC Workplace®*, *Management*, *Sales*, or *Work of Leaders*. And like all Everything DiSC programs, *Productive Conflict* has product-specific assessment items that measure the priorities.

When someone takes the Everything DiSC assessment again, they generally do not answer the questions exactly the same way. The median change that we see is 12 degrees within the circle. So, someone's dot is bound to move a little, even when the person is taking the same application.

We have noticed the biggest shift when someone takes *Sales* or *Productive Conflict*. It is possible that when someone knows they are taking a course in one of these two topics, they slightly alter their mindset while answering the questions. That said, this shift is not that much larger than the 12-degree shift we typically see between assessments for a single individual. ***For this reason, we do not encourage discussion of someone's "Productive Conflict style" or "Sales style" as different from their global DiSC style.***

**Why does some of my feedback seem to contradict what I know about myself?**

There may be times when a person's identified style, and the related narrative, do not seem to "ring true" for that person. This may happen because the person's assessment results included unexpected responses or because the person places greater or lesser emphasis on tendencies than is typical for a given style. For instance, we know that two people with the D style are not identical. This is because the D style is multidimensional and, therefore, contains correlated but separate elements such as forcefulness, directness, and tough-mindedness. There are times when an individual may demonstrate only two out of three of these characteristics and still be classified as a D style. Unexpected behaviors or priorities outside of the typical characteristics of a DiSC style help reflect the depth of a person's individual personality. The *Everything DiSC® Supplement for Facilitators* can help you identify these unexpected behaviors and is available for any Everything DiSC profile.

**How can I get a deeper understanding of the background and concepts related to *Everything DiSC Productive Conflict*?**

For resources such as research reports and coaching tips and tools, refer to the *Everything DiSC® Productive Conflict* Help and Resources links in the Support Materials folder on the USB drive of the *Everything DiSC Productive Conflict Facilitation Kit*. In addition, you may find detailed information in the *Everything DiSC® Manual* (in English). Our new learning platform, MyEverythingDiSC, also offers many opportunities to learn more about research and theory of the Everything DiSC model. Here you'll find ways to continue to use and learn from DiSC on a daily basis. Ask your Authorized Partner or account manager for more information on how to access MyEverythingDiSC.

## EVERYTHING DiSC<sup>®</sup> PRODUCTIVE CONFLICT FACILITATION

### **Does an organization need to have previous knowledge of DiSC<sup>®</sup> to use *Everything DiSC***

#### ***Productive Conflict*?**

No. An overview of DiSC<sup>®</sup> as well as a narrative specific to a participant's DiSC style is provided in the early pages of the *Everything DiSC Productive Conflict Profile*. These pages give a sufficient foundation for understanding how an individual's natural tendencies influence their behavioral priorities. The *Everything DiSC Productive Conflict Facilitation Kit* also covers the foundational elements of the DiSC model so that participants will have the grounding they need to understand the more advanced topics covered in the *Everything DiSC Productive Conflict Profile*.

### **What if participants have already taken an assessment for a different *Everything DiSC* program?**

If a participant has already taken an *Everything DiSC* assessment, you can use the foundational DiSC scores to create a *Productive Conflict* report for the same person. To create a report, locate the participant's existing *Everything DiSC* record in EPIC and follow the prompts to create an additional report from that data. Because *Productive Conflict* has specific items and behavioral priorities associated with it, participants will still have to answer certain items to receive their *Productive Conflict Profile*. See EPIC Help and Tutorials for more information.

### **How much class time should I plan for facilitating *Everything DiSC Productive Conflict*?**

The *Everything DiSC Productive Conflict* facilitation consists of three modules (ranging in length from 50 to 90 minutes each), plus optional DiSC Conflict Map and Comparison Report activities. Delivery time depends on group size as well as group and partner discussions. It is possible to effectively deliver all three modules in a single half-day session.

Due to its modular design, *Everything DiSC Productive Conflict* facilitation can also be delivered as a workshop series, with each module a separate workshop.

### **Can I use this training with both intact groups as well as non-intact groups?**

Yes. While the program mainly helps individuals explore their own strengths and challenges in conflict, the activities in the *Everything DiSC Productive Conflict* facilitation also help reveal patterns and insights about conflict within an intact work group. When working with an intact group, you may have the opportunity to enrich the program by taking participants' newfound insights to an organizational level in your discussions.

### **Can the *Everything DiSC Productive Conflict* training be delivered in a virtual environment?**

Yes. However, as you consider how to adapt *Everything DiSC Productive Conflict* to a virtual environment, do not underestimate the power of the conversations that are inspired by this training, which are a primary agent for insight processing. Thus, be sure to design your webinar to use interaction tools to their fullest extent. Limiting your class sizes to 15–20 participants will also help facilitate meaningful conversations in a virtual environment.