

Worksmart: Navigating Conflict

Worksmart's **self-guided** modules give anyone a chance to tap into the insights and skill-building tools available on Worksmart on their own time, at their own pace. The self-guided module on **Navigating Conflict** explores what drives people in conflict, the automatic thoughts they may lean on, and specific ways to reframe those thoughts to keep conflict productive. Take a look at what the thought process might look like for the DiSC® styles.

DiSC Style	Instinct in conflict	Unproductive response	Automatic thought	How to reframe
D Style	Assert	Overpowering	"I don't care what it takes to win this."	"A good outcome is more important than feeling like I won."
		Arguing to win at any cost	"I need to get control of this situation."	"I don't have to take control to get my ideas heard."
		Evening the score	"I have to regain the upper hand."	"It's not the end of the world if I let this one go."
i Style	Express	Gossip and alliance-building	"I need everyone to see this my way."	"Bringing more people into this is going to make problems, not solve them."
		Amplifying	"I can't keep my feelings about this bottled up."	"I can express my feelings constructively."
		Exaggerating and distorting	"Maybe this will get their attention."	"If my point is legitimate, I don't need to exaggerate."
S Style	Harmonize	Caving in	"I need to let this go to calm things down."	"I can handle a little discomfort."
		Withdrawing	"If I don't engage, this will end more quickly."	"Refusing to engage now could draw this out."
		Avoiding the issue	"I don't want to make them mad at me."	"It's worth speaking up to protect my needs."
C Style	Defend	Building a logic fortress	"They think they're so much smarter than me."	"Their different perspective isn't a judgement on me."
		Passive aggression	"They don't care about my opinions anyway."	"If I'm frustrated, I need to say so."
		Stonewalling	"I'm not going to engage on their terms."	"I won't solve this problem by disengaging."

This is just a sampling of some of the automatic thoughts and how they could be reframed. With Worksmart, learners can explore even more responses to conflict, learn in-depth about the value of responding differently, and get applicable and tailored guidance. Then, they'll develop an action plan, preparing them to **Recognize, Remind, Reframe, and Respond** to conflict constructively.