

# SCP ITALY-Coaching Psychology Hour

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**“Comportamenti costruttivi e comportamenti  
distruttivi nella gestione del conflitto”**

(Conflict Dynamics Profile<sup>®</sup>)

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# Our New Network

**Decathlon Consulting Human Qualities** is the Italian Partner of IWD, and the only Italian referent for training, coaching and certification.

(ITALY)



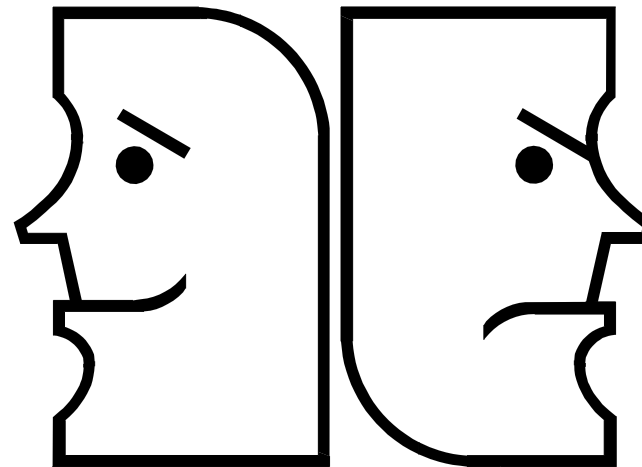
ECKERD COLLEGE

IWD (FRANCE) is focused on performance, well-being and peace at work and plays a center stage European role in this network

Center for Conflict Dynamics and Mediation (USA) at the ECKERD is a leading centre in a top rank academic organization

# Conflict

Any situation in which people have **apparently** incompatible goals, interests, principles or feelings



# The problem

- Conflict are not avoidable and generally are described in a negative way
- Conflict is a source of personal stress and has impact on team/organization results (60% performance problems)
- The outcome of conflict (escalation/de-escalation) is largely determined by our behaviors

# If appropriately managed, conflict...

- Enhances collaborative problem-solving
- Develops listening skills and constructive consideration of diverse perspectives
- Supports change and creativity
- Promotes trust and open communication
- Improves interpersonal climate and boosts positive energies
- Supports individual, team, organization performance
- Contributes to get impact and credibility as a leader

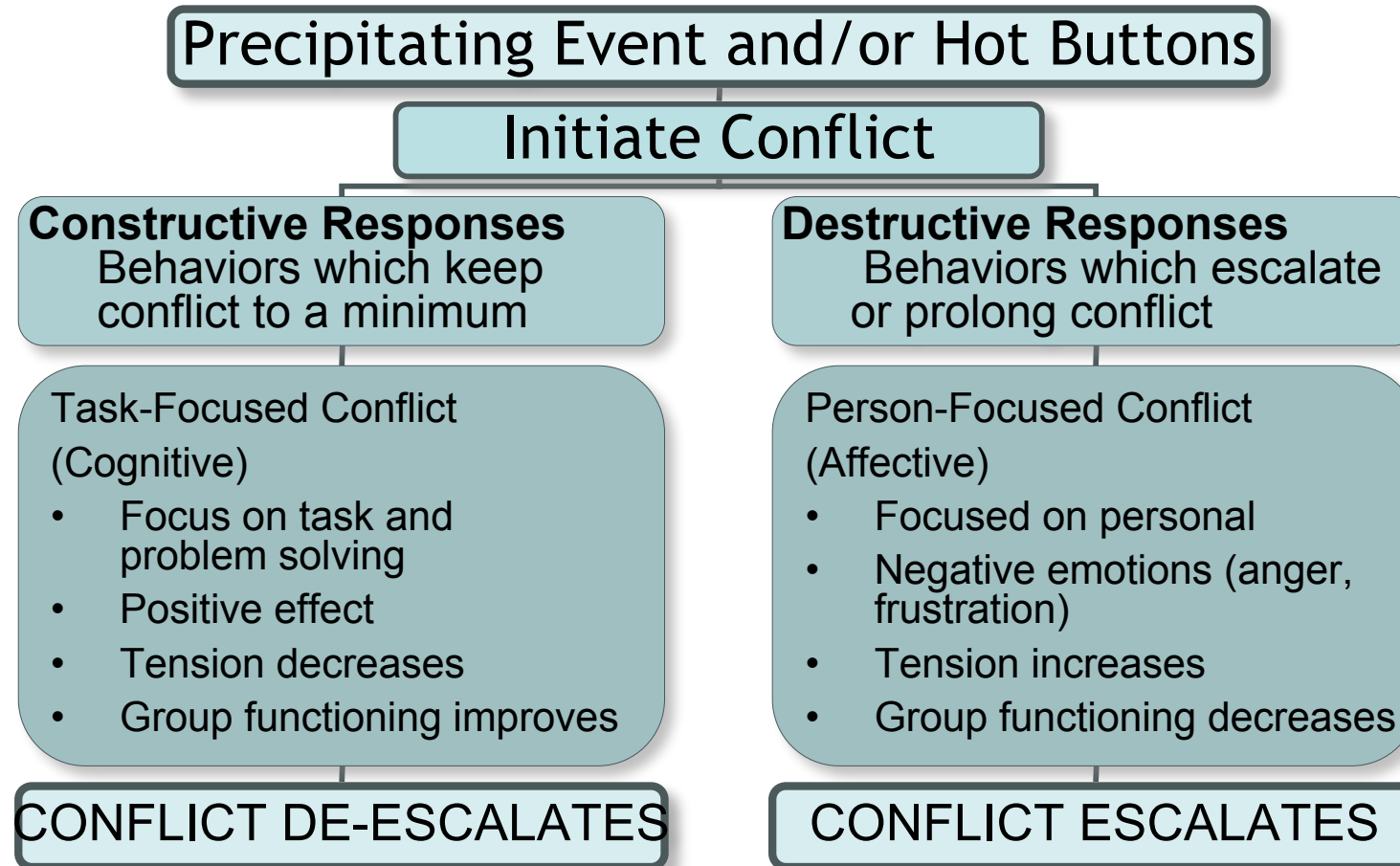
# CDP Approach

To focus explicitly on specific behavioral responses to conflict, and how they might be changed

To start with the assumption that conflict is inevitable; it cannot, nor should it, be completely avoided

The goal of successful conflict management is not its elimination, but to reduce its harmful effects and maximize its useful ones

# Path of Conflict



# CDP 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



# Conflict Response Categories

Active

Constructive

Destructive

Perspective Taking Creating Solutions Expressing Emotions Reaching Out	Winning at All Costs Displaying Anger Demeaning Others Retaliating
Reflective Thinking Delay Responding Adapting	Avoiding Yielding Hiding Emotions Self Criticizing

Passive

# Defining Conflict Competence

“Individual Conflict Competence - the ability to use cognitive, emotional, and behavioral skills that enhance the productive outcomes of conflict while reducing the likelihood of escalation or harm”

Organizational Conflict Competence -  
creating cultures and systems that support  
individual conflict competence

# The Tool: Conflict Dynamics Profile (CDP)

- Internationally validated and proven (IV Version)

(> 9000 USA and EU cases)

- Concrete assessment tool gives a **precise picture** of your scoring on 15 strategic behaviors and a summary of 9 “hot buttons”
- Easy to administer **on-line** (25’)
- Many versions: **individual, 360°, team**
- Profile **Report** which is confidential
- **Feedback** interview with a Certified Conflict Coach
- Coaching **sessions targeted** to strategic behaviors
- Training and **coaching programs** for managers and companies
- Training and **Certification Courses** for psychologists and coaches

# Benefits of using the CDP

- Provides strategy for addressing workplace conflict
- Improves individual and team performance
- Reduces management time spent dealing with conflict
- Increases leadership capabilities and teamwork
- Facilitates well-being (individual and team) and resilience
- Builds a win-win conflict culture

# CDP Applications (my experience)

- Self Development
- Accelerating Leadership
- Conflict resolution and mediation
- Career Development and Individual coaching/mentoring
- Team building
- Organizational development
- Needs analysis (individual and team)
- Training on Conflict Competence

# Contact Us

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