

Sample

**COURSE OUTLINE****REDUCING CONFLICT****INTRODUCTION:**

Few of us like conflict. So why is it so pervasive, so enduring, and so difficult to resolve? One of the primary reasons is that we all have a natural instinct to see just one side of an issue: our own. Can this instinct be reshaped? Twenty-five years of DiSC® training shows that it can. This is a simple but powerful program that helps individuals and groups develop the understanding and empathy to work through tough interpersonal conflicts. This course is designed to spark a lasting change that speaks to not only the individual, but also to the group. It builds fundamental skills that are crucial for effective teamwork and communication.

**OBJECTIVES:**

This program is designed to help participants:

- Understand the four DiSC styles and appreciate the diverse values among co-workers
- Appreciate each other's unique strengths and accept each other's limitations
- Build empathy and compassion for the needs and struggles of their co-workers
- Understand how others see them and get feedback on their behavior
- Recognize their unique way of handling conflict and understand the impact of their behavior
- Use their new learning to develop strategies for working through conflict

**COURSE OUTLINE: Open Module 5 in next document to see contents of 90 minutes**

MODULE NUMBER	MODULE TITLE	ESTIMATED TIME
INSIGHT MODULE 1	Multipurpose Set-Up	25 Minutes
INSIGHT MODULE 3 (Optional)	Administration of <i>DiSC Classic</i> Paper	20–30 Minutes
INSIGHT MODULE 4	Discover Four Styles of Behavior and Explore the General Preferences of Your Style	75–90 Minutes
	BREAK	15 Minutes
<b>INSIGHT MODULE 5</b>	<b>Learn About Your Strengths and What Happens If They Are Overused</b>	<b>60–90 Minutes</b>
	LUNCH	60 Minutes
INSIGHT MODULE 8	Understand How Others Interpret Your Behavior	60–90 Minutes
	BREAK	15 Minutes
INSIGHT MODULE 6	Learn About Your Behavior When You Are in Conflict With Others	60–75 Minutes
INSIGHT MODULE 2	Multipurpose Close	20 Minutes
	<b>TOTAL*</b>	<b>6.5–8 HOURS</b>

\*Add 20–30 minutes to your seminar time if you plan on using Insight Module 3 and administering the *DiSC Classic* paper profile in class.