



LEADING FOR PERFORMANCE-MANAGING STYLES IN CONFLICT

Unresolved conflict in the workplace can get in the way of a work-group’s performance and ultimately impact organizational performance. Businesses benefit when everyone in the organization is able to use a common, proven approach to preventing and resolving conflict. Knowing the hidden dimension of conflict – how it shows up differently for different styles – enables organizations to adopt a common language and framework for recognizing and managing conflict.

Leading for Performance: Managing Styles in Conflict (LFP-MSIC) helps people learn how to interact more effectively with people of other Social Styles under stress. When people demonstrate “back-up behavior” (predictable responses to high stress) knowledge of what to do can be critically important.

The program examines various concepts associated with Social Styles in conflict, and then provides specific skills and tools for improving professional relationships.

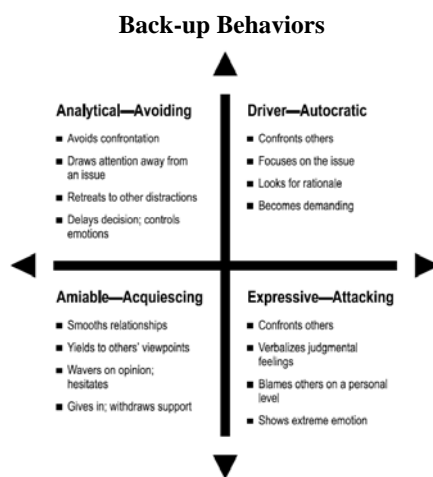
VALUE PROPOSITION

LFP-MSIC promotes understanding and acceptance of people’s differences, and gives context for improving interpersonal effectiveness. As a result, managers are better able to better manage tension in the workplace.

APPROACH

LFP-MSIC is a half-day instructor-led module that can be facilitated by Wilson Learning or by a leader-trained in-house professional. This enables:

- Face-to-face interaction among the participants and the facilitator
- True-to-life skills practice with immediate in-person feedback
- The opportunity for real-time commitment to action



<i>Key Learnings Are ...</i>	<i>Your Leaders Will...</i>
<i>Stress and Back-up Behavior</i>	Be able to recognize implications back-up behavior.
<i>Managing Back-up Behavior</i>	Be able to identify sequence of back-up behavior and how to apply the appropriate responses.

ENABLING IMPROVED PERFORMANCE

LFP-MSIC features application, reinforcement, and support tools so participants can develop skills during the workshop, fine-tune and then apply the skills and behaviors back in the organization. It would also be beneficial for participants to complete the *Leading for Performance-Working Styles: Dimensions in Social Style* prior to attending LFP-MSIC. Involving management and training them to coach is also important for a successful implementation.

MEASUREMENT AND EVALUATION

Organizations that implement LFP-MSIC have access to a broad range of tools to measure initial behavioral changes and business results. For LFP-MSIC, one approach may be a web-based survey of participants’ direct reports, to identify the degree of change and the differences that this change makes. More involved and thorough research options are also available.