# WORKPLACE CONFLICT IS UNTAPPED OPPORTUNITY

# ME vs. YOU

When two or more people are not communicating effectively and/or respecting each other.



# ME vs. JOB

When a person struggles to meet ALL priorities of a job and the fluctuating expectations.



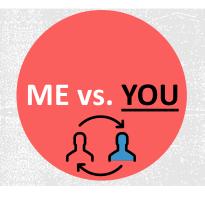
## ME vs. ME

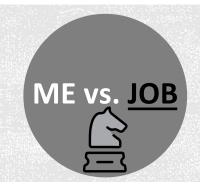
When a person struggles to balance personal wants and professional needs.

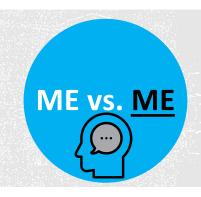


LEVERAGE PEOPLE INSIGHTS AND TURN CONFLICT INTO OPPORTUNITY!

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## PEER CONFLICT

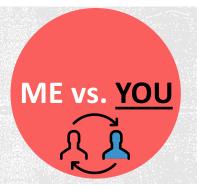
## **SKILLS CONFLICT**

## **SELF CONFLICT**

- People will <u>default</u> to communicate on their style.
- <u>DISC</u> tells you how people communicate, <u>Motivators</u> tells you why they engage or resist!
- "Treat others how THEY want to be treated." (The Platinum Rule)

- Jobs inherently reward/incentivize different sets of DISC/Motivators.
- How a job should be done and how a person wants to do the job will rarely 100% aligns.
- "Ideal job fit is when a person is capable, thorough and grateful."

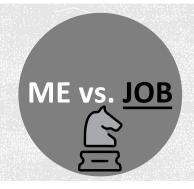
- Much of workplace conflict comes from internal uncertainty.
- Emotionally intelligent people practice self awareness and emotionally aware of others.
- "Empathy for others is easier when we have it for ourselves."



#### **UNDERSTAND PERSPECTIVES**

Managers leverage DISC/Motivators to see opposing views.

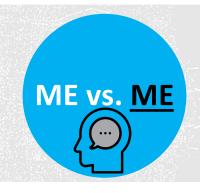
- 1. <u>HOW</u> does each person PREFER to communicate?
  - Refer to their DISC Style
- 2. <u>WHY</u> do they engage or resists ideas? (Top 3 Motivators)
  - Refer to their top 3 Motivators
- 3. How can they need to <u>ADAPT</u> to get what they want?
  - Refer to the DISC/Motivators of their audience



#### **BRIDGE PERFORMANCE GAPS**

Managers identify obstacles/opportunities to best set up an individual performance.

- 1. What is the desired <u>OUTCOME</u> of the role? (Not the problem.)
  - Aka the Success/Goal Achieved
- Which DISC/Motivators <u>ENGAGE</u> in this outcome?
  - Want to solve this problem?
- 3. How can the person fulfill on THEIR terms?
  - Use their DISC/Motivators



#### **PERSONAL GROWTH**

Managers coach individuals to leverage blindspots and play to all strengths.

- Is the person <u>AWARE</u> of their all of DISC/Motivators?
  - Specifically, their top 3 Motivators
- Which Motivator may be UNSATISFIED?
  - · Overlooked or underutilized
- 3. How can they <u>EMBRACE</u> all 3 Motivators?
  - Do things their way!

