

## The Center for Conflict Dynamics

We help organizations and individuals enhance their ability to address workplace conflict. The Center for Conflict Dynamics is the exclusive global vendor of the Conflict Dynamics Profile® assessment and the Becoming Conflict Competent course. With over 2,000 certified users worldwide, the Center consults with organizations to help them explore ways to improve their approach to conflict management and resolution and provides individuals with crucial self-awareness about their responses to conflict.

*"The practical, conceptual, and psychometric properties of the Conflict Dynamics Profile are superior to any instrument I have used over the past 30 years as a consultant, teacher, and researcher in the field of conflict management. The CDP is a mainstay in my toolkit that has been exceptionally well-received by clients and provides exceptional value."*

**Dennis M. Dennis, PhD, RN**  
Founder, Care Full conflict, LLC  
Seattle, WA

*"The CDP is a jewel of an assessment. Using it will change the way one thinks about and deals with conflict. This tool offers much more than perspective...it provides concrete suggestions to dramatically change the conflict conversation. The CDP is ahead of its time and needs to be discovered by the business world!"*

**Susan J. Strong**  
President, Strong Consulting  
Morristown, NJ

*"From nearly 10 years of experience offering the Conflict Dynamics Profile to clients, I know that insights from the tool and use of the model can turn around a career as well as transform a workplace. The CDP provides reliable feedback that can be quickly grasped for immediate action along with the impetus for sustainable change that can be life and career enriching."*

**Susan Gunn**  
President, Working Dynamics, Inc  
Richmond, VA

*"In our work with senior executives and executive teams, we find the Conflict Dynamics Profile to be a superior instrument for both coaching and workshop use. By focusing on the behavioral elements of conflict responses, the instrument effectively identifies specific skills to maintain or develop in order to enhance both individual and team effectiveness. Rather than focusing on conflict "style," the CDP offers behavioral descriptions, which provide a much better working surface for development."*

**The team at Nevins Consulting, Inc.**  
New York, NY

Eckerd College. THINK**OUTSIDE**.



ECKERD COLLEGE

CENTER FOR CONFLICT DYNAMICS

4200 54th Avenue South St. Petersburg, FL 33711

888-359-9906 727-864-7503 727-864-8996 (fax) [www.conflictdynamics.org](http://www.conflictdynamics.org) [ccd@eckerd.edu](mailto:ccd@eckerd.edu) (email)

# Conflict Dynamics Profile®

ASSESSING CONFLICT BEHAVIOR



conflict dynamics profile®

Workplace conflict is inevitable.  
Resolve it cost-effectively by improving self-awareness.

## Conflict Dynamics Profile® (CDP)

This powerful assessment instrument helps managers and employees deal with conflict behaviors in the workplace. Promote more effective workplace conflict resolution with an approach that is time-proven and psychometrically sound. Improve awareness about what triggers conflict within you—and learn how you respond to conflict behaviorally. The first step in any journey is to know where you are right now, and the *Conflict Dynamics Profile*® provides you with that knowledge. Prepare to move forward with confidence.

### The benefits of effective conflict management

The ability to manage conflict effectively represents a strategic business advantage.

#### Reduce costs

- Make better business decisions
- Implement initiatives more effectively
- Get substantial return on investment

#### Increase productivity

- Reduce absenteeism and “presenteeism”
- Improve the quality of decision making under stress
- Foster an environment of creative innovation

#### Retain your top performers

- Strengthen supervisory relationships
- Keep your teams engaged and openly communicating
- Give your people the power to make a positive difference

#### Manage risk

- Prevent violence, sabotage, and vandalism
- Mitigate legal risks
- Better manage public perception of your organization’s brand

### Workplace conflict drains energy, time, and money

Conflict can cost your company money, inhibit action and hamper innovation. Creditable surveys indicate that managers spend 20 to 40 percent of their time dealing with conflict in the workplace. Conflict can sap your organization’s energy and diminish profits—and no one is immune. Whether you are a team leader, a manager or a member of your organization’s leadership team, the ability to handle difficult situations constructively is critical to business success.

### What to expect from this instrument

The *Conflict Dynamics Profile* was developed to prevent harmful conflict in the workplace. Backed by solid evidence of reliability and validity, this instrument provides managers and employees with a greater awareness of how they respond when faced with conflict.

Expect an insightful approach that lessens the problems associated with harmful or unproductive forms of conflict and results in more effective conflict management skills.

**Easy to use.** Quickly and easily completed in 20-25 minutes, the *Conflict Dynamics Profile* is appropriate for employees at all levels and is applicable for organizations large and small, across all industries.

**Flexible.** The *CDP-360* is the multi-rater version of the *Conflict Dynamics Profile* instrument and *CDP-I* provides a self-assessment format for individuals. Both versions are available in online, as well as in paper-and-pencil formats.

**Multiple applications.** Connect and collaborate. The *Conflict Dynamics Profile* can be used in leadership development programs, teambuilding, executive coaching, and conflict resolution contexts.

**Feedback reports and development guides.** The *CDP-360* includes a 22-page report that provides detailed information on how a person responds to workplace conflict. It includes data from the individual and his or her boss, peers and direct reports on constructive and destructive behavioral responses and it explores workplace “hot buttons”—behaviors in others that can trigger irritation in an individual. Expect information about the person’s behaviors at different stages in a conflict and insights into how conflict is viewed within the person’s organization. Narrative feedback from the person’s colleagues helps the individual handle conflict more effectively, and a 115-page development guide provides practical recommendations for improving behaviors.

The *CDP-I* includes an eight-page report that incorporates data on 15 conflict behaviors and nine workplace “hot buttons.” A 40-page development guide delivers helpful suggestions for improving the responses to conflict.

The two instruments can be effectively combined in organizations. Typically, the *CDP-360* is used with managers and executives and the *CDP-I* is used with supervisors and other employees. Since both instruments are based on the same model and use the same vocabulary, people are able to communicate more effectively with each other, regardless of which version they have taken.

The Center for Conflict Dynamics certifies trainers, coaches, facilitators and consultants in the use of the *Conflict Dynamics Profile*. Certification provides an understanding of key principles. Participants learn how to read and analyze data in the feedback reports, develop an ability to facilitate a feedback session, and assist others with developmental planning. After completing certification, the participant becomes eligible to purchase the *Conflict Dynamics Profile*.

