



# Creating a Drama Free Workplace



# Four Common Causes

- Personality Differences
- Poor Communication Skills
- Lack of Listening
- Fear of Conflict

# Personality Differences

# Overview of DiSC®

## Dominance

**Priorities:** getting immediate results, taking action, challenging self and others

**Motivated by:** power and authority, competition, winning, success

**Fears:** loss of control, being taken advantage of, vulnerability

**You will notice:** self-confidence, directness, forcefulness, risk-taking

**Limitations:** lack of concern for others, impatience, insensitivity

Questioning  
Logic-focused  
Objective  
Skeptical  
Challenging

## Conscientiousness

**Priorities:** ensuring accuracy, maintaining stability, challenging assumptions

**Motivated by:** opportunities to use expertise or gain knowledge, attention to quality

**Fears:** criticism, slipshod methods, being wrong

**You will notice:** precision, analysis, skepticism, reserve, quiet

**Limitations:** overly critical, tendency to overanalyze, isolates self

Active  
Fast-paced  
Assertive  
Dynamic  
Bold

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Thoughtful  
Moderate-paced  
Calm  
Methodical  
Careful

## influence

**Priorities:** expressing enthusiasm, taking action, encouraging collaboration

**Motivated by:** social recognition, group activities, friendly relationships

**Fears:** social rejection, disapproval, loss of influence, being ignored

**You will notice:** charm, enthusiasm, sociability, optimism, talkativeness

**Limitations:** impulsiveness, disorganization, lack of follow-through

Accepting  
People-focused  
Empathizing  
Receptive  
Agreeable

## Steadiness

**Priorities:** giving support, maintaining stability, enjoying collaboration

**Motivated by:** stable environments, sincere appreciation, cooperation, opportunities to help

**Fears:** loss of stability, change, loss of harmony, offending others

**You will notice:** patience, team player, calm approach, good listener, humility

**Limitations:** overly accommodating, tendency to avoid change, indecisiveness

# Poor Communication Skills

# 3 Ingredients of Communication

	In Person	By Phone
Verbal		
Body Language		
Vocal Tone		

# 3 Ingredients of Communication

	In Person	By Phone
Verbal	7%	13%
Body Language	55%	0%
Vocal Tone	38%	87%

# Lack of Listening

# 9 Reasons why Listening Skills are Critical

1. You spend 45% of your time listening
2. People recall 50% of what they just heard
3. Typically you only remember 20% of what you hear
4. You're distracted (also known as not listening) 75% of the time
5. 85% of what you now know you learned through listening
6. More than 35 studies cite listening as a vital skill for success
7. People listen to 125-250 words a minute, but think at a 1000 to 3000 words a minute pace
8. Studies show people listen at a 25% comprehension rate
9. Only 2% of us have received formal listening skills training

# Shopping List

1. Shampoo
2. Bacon
3. Eggs
4. Whole-wheat bread
5. Coffee
6. Croissant
7. Buns
8. Butter
9. Mayonnaise
10. Cold Meat
11. Cheese
12. Fruit
13. Window cleaner
14. Shoelaces
15. Tissues
16. Steak
17. Potatoes
18. Carrots
19. Cheesecake
20. Fruit pie
21. Laundry detergent
22. Dishwashing liquid

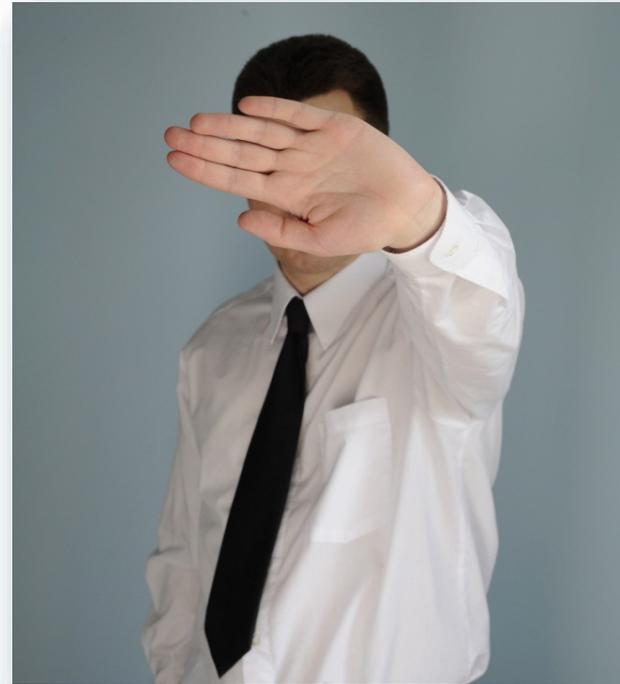
# Fear of Conflict

## Comfort with Conflict

- On a scale of 1 to 10, with 10 being the most comfortable, how would you rate your own comfort level with conflict?



# What's Your Approach to Conflict?



# Interpersonal Conflict



- Often arises around communication preferences and work style.
- Typically reflects superficial differences.

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# What Can We Do to Avoid Drama in our Workplaces?

- Model the Behaviors we expect
- Coach to the Behaviors we expect
- Hold People Accountable to the Behaviors we expect
- Be Willing to Love People out the Door

