

From Chaos to Clarity


Resolve Conflict Effectively with
Extended DISC®

DISC
E X T E N D E D





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Introduction

Conflict is a natural part of any workplace, but how you approach and resolve it can make all the difference. Understanding behavioural styles through the DISC model can help you navigate conflict more effectively. This guide outlines actionable strategies to manage and resolve conflict based on the four DISC styles:
Dominance, Influence, Steadiness, and Compliance.

Understanding the Four Extended DISC® Styles

D Style

Dominance

Traits in Conflict:

Direct, assertive, goal-focused, and may appear aggressive or impatient.

Challenges:

May prioritise results over relationships, leading to blunt or forceful communication.

Strategies to Resolve Conflict:

Focus on facts and outcomes rather than emotions.
Acknowledge their need to achieve results quickly.
Offer solutions that show progress toward their goals.
Avoid wasting time; be concise and action-oriented.

I Style

Influence

Traits in Conflict:


People-focused, optimistic, and expressive but may avoid addressing issues directly.

Challenges:

May downplay the severity of the conflict or become overly emotional.

Strategies to Resolve Conflict:

Create a positive and open atmosphere to discuss issues.
Encourage them to share their feelings and ideas.
Reinforce the value of collaboration and teamwork.
Avoid being overly critical; balance feedback with encouragement.



S Style

Steadiness

Traits in Conflict:

Supportive, empathetic, and loyal but may avoid confrontation to keep the peace.

Challenges:

May suppress their own needs or struggle to assert themselves.

Strategies to Resolve Conflict:

Create a safe and non-threatening environment for discussion.

Allow them time to process and respond to the situation.

Emphasise the importance of maintaining harmony and relationships.

Avoid rushing or pressuring them into decisions.

C Style

Compliance

Traits in Conflict:

Analytical, detail-oriented, and cautious but may become overly critical or rigid.

Challenges:

May focus too much on rules or data, avoiding emotional aspects of conflict.

Strategies to Resolve Conflict:

Present logical arguments supported by facts and evidence.

Respect their need for accuracy and thoroughness.

Avoid emotional appeals; stick to objective reasoning.

Give them time to analyse and propose well-thought-out solutions.



Steps to Resolve Conflict Effectively with Extended DISC®

- 01 Identify the Styles Involved**
Understand your own DISC style and the styles of those you're interacting with.
- 02 Adapt Your Approach**
Tailor your communication and conflict resolution strategies based on the other person's style.
- 03 Focus on Common Goals**
Highlight shared objectives to foster collaboration and reduce tension.
- 04 Maintain Open Communication**
Create a safe space for all parties to express their concerns.
- 05 Use Empathy and Respect**
Acknowledge differences in perspective while maintaining mutual respect.



Quick Reference Chart: DISC Conflict Strategies

DISC Style	Key Traits	Conflict Challenges	Resolution Strategies
Dominance (D)	Direct, goal-driven	Blunt, impatient	Be concise, focus on results
Influence (I)	People-focused, expressive	Avoids confrontation, emotional	Stay positive, encourage collaboration
Steadiness (S)	Empathetic, supportive	Avoids conflict, suppresses needs	Provide a safe space, don't rush them
Compliance (C)	Analytical, rule-oriented	Overly critical, rigid	Use logic, give time for analysis

Want to dive deeper into using Extended DISC® to improve workplace communication and conflict resolution?

Contact us to explore our tailored DISC assessments and training programs.

Let's turn conflict into opportunities for growth!



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