

# Leading for Performance: Managing Styles in Conflict

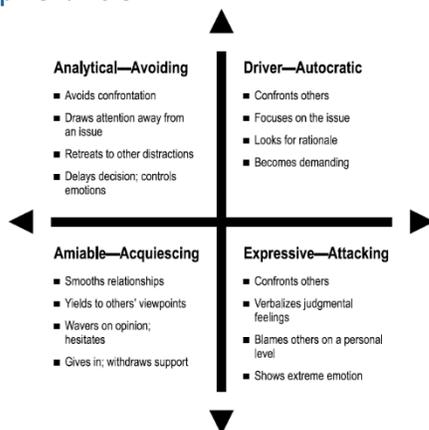


Unresolved conflict in the workplace can get in the way of a workgroup's performance and, ultimately, impact organizational performance. Businesses benefit when everyone in the organization is able to use a common, proven approach to preventing and resolving conflict. Knowing the hidden dimension of 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), knowing what to do can be critically important.

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

## Back-Up Behaviors



© Wilson Learning Worldwide Inc.

## Program Outcomes

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 manage tension in the workplace.

## Learning Approach

Wilson Learning believes that learning must be transferred to day-to-day work practices. To achieve this, *LFP-MSIC* includes components and activities that enhance Learning Transfer and Organizational Alignment.

**Learning Transfer** design embeds practice and use of new skills. The learning can be flexibly delivered:

- As a half-day face-to-face, application-oriented workshop
- By Wilson Learning facilitators or by a leader-trained in-house professional

**Organizational Alignment** ensures the organization supports the use of the new skills:

- Post-learning reinforcement activities available for both the manager and his or her manager

As a result of this integrated approach, participants will continue to apply the skills and tools learned long after the learning event is completed.

## 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 successful implementation.

## Key Learnings Are . . .

Stress and Back-Up Behavior

Managing Back-Up Behavior

## Your Leaders Will Be Able To . . .

Recognize implications of back-up behavior

Identify the sequence of back-up behavior and how to apply the appropriate responses

### Continued

#### Measurement

Organizations that implement *Leading for Performance: Managing Styles in Conflict* (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 this change makes. More involved and thorough research options are also available.

#### Evaluation

Wilson Learning will partner with your organization to measure the initial behavioral changes and business results. We will work with you to set up evaluation systems that help improve outcomes and sustain the momentum of your implementation.

**This offering, like all others from Wilson Learning, can be customized to reflect your environment and business priorities and can be integrated with your processes.**