



## “Resolving Conflicts”

January 7, 2010

**Diane Plaster** is the Director of HR at our city’s beloved Father Joe’s Villages. Diane was first introduced to DISC 15 years ago, & is says it marked the beginning of discovery about her & in so doing, she committed to be better & grow as a manager. She chuckles when she describes herself as “*High DI*”, stating that can be a challenge for her, so she loves when her staff calls her an “enlightened D” - great validation that her efforts are paying off. In fact, Diane now uses DISC for coaching managers & conflict resolution. “*With managers, once they’ve taken the DISC, they want to do teambuilding for their staff – doesn’t take long for them to see the potential.*”

**Diane also shared how she recently used DISC to resolve 2 conflicts.**



### Conflict Situation #1

**DIANE:** *Recently I had two young supervisors who couldn't breathe the same air, and their manager was exhausted trying to deal with the conflict.*

**Bonnie Burn (BB):** *That can be tough. What did you do?*

**DIANE:** *I had all three take the DISC.*

**BB:** *And?*

**DIANE:** *The manager was an off-the-charts "I" and the two staff were off the chart "C's", which is perfect for managing their responsibility but didn't play out well when they had to work together.*

**BB:** *A tricky combination. What happened next?*

**DIANE:** *We sat down and talked through the DISC. I explained the qualities they each brought to the team.*

**BB:** *Did it help?*

**DIANE:** *At first they just got more frustrated with each other, but the DISC helped to ease the tension, open dialogue and create a common language.*

**BB:** *And now?*

**DIANE:** *A couple of weeks ago, the manager shared how, for the first time, the two young supervisors were getting along and working together!*

## Conflict Situation #2

**DIANE:** *I asked an employee how she was doing. She broke down in tears and shared her experience of her supervisor. The supervisor had all the signs of a D and the staff had all the signs of being an IS.*

**BB:** Let me guess, so you dropped whatever plans you had & focused on solving this problem.

**DIANE:** *Absolutely. I was able to have the supervisor take the DISC. Because she was a D, it helped me show her that we were kindred spirits, one D to another D. I also, emphasized that her DISC results weren't meant to validate that she's a D, but, to give her a better understanding as to where some of the conflict was coming & how she could begin to work on her relationship with her staff person.*

**BB:** Was she open to stretching?

**DIANE:** *Her response? "I'm too old to change!" My response? "I am a perfect example that you can."*

**BB:** Like your candor. Did you win her over?

**DIANE:** *Well, it's still a struggle, but she is trying and working conditions have improved. She was able to admit that the staff WAS a perfect match for customer service and their call center. But, she still wishes the staff could say things, but with fewer words. After all, for a D we'd still like communication to be: "Be bright, be brief, be gone."*

**BB:** Diane you are wonderful, optimistic realist! I love how you use the DISC to help "enlighten" others wherever you can!

Contributing Editor and Sr. HR Consultant, Mona Melanson

DISCcert

[www.disc-cert.com](http://www.disc-cert.com)

[bonnie@disc-cert.com](mailto:bonnie@disc-cert.com)

855.459.6648

