

Conflict Dynamics Profile

Conflict Dynamics Profile (CDP): A tool to measure how you react in conflict situations

The CDP is a questionnaire that measures how you react in conflict situations. Your personalized CDP report allows you to better understand what you currently do that keeps the harmful effects of conflict to a minimum and what you currently do that escalates or prolongs conflict situations. The assessment scales (or behaviours) that this tool measures are listed below:

Constructive Behavioral Scales (behaviours that keep the harmful effects of conflict to a minimum):

Perspective Taking – Putting yourself in the other person’s position and trying to understand that person’s point of view.

Creating Solutions – Brainstorming with the other person, asking questions, and trying to create solutions to the problem.

Expressing Emotions – Talking honestly with the other person and expressing your thoughts and feelings.

Reaching Out – Reaching out to the other person, making the first move, and trying to make amends.

Reflective Thinking – Analyzing the situation, weighing the pros and cons, and thinking about the best response.

Delay Responding – Waiting things out, letting matters settle down, or taking a “time out” when emotions are running high.

Adapting – Staying flexible, and trying to make the best of the situation.

Destructive Behavioral Scales (behaviours that escalate or prolong conflict situations):

Winning at All Costs – Arguing vigorously for your own position and trying to win at all costs.

Displaying Anger – Expressing anger, raising your voice, and using harsh, angry words.

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Demeaning Others – Laughing at the other person, ridiculing the other's ideas, and using sarcasm.

Retaliating – Obstructing the other person, retaliating against the other, and trying to get revenge.

Avoiding – Avoiding or ignoring the other person, and acting distant and aloof.

Yielding – Giving in to the other person in order to avoid further conflict.

Hiding Emotions – Concealing your true emotions even though feeling upset.

Self-Criticizing – Replaying the incident over in your mind, and criticizing yourself for not handling it better.

The CDP also measures which behaviours tend to trigger you the most. These are listed below under the hot button scales.

Hot Button Scales:

Unreliable – Those who are unreliable, miss deadlines and cannot be counted on.

Overly-Analytical – Those who are perfectionists, over-analyze things and focus too much on minor issues.

Unappreciative – Those who fail to give credit to others or seldom praise good performance.

Aloof – Those who isolate themselves, do not seek input from others or are hard to approach.

Micro-Managing – Those who constantly monitor and check up on the work of others.

Self-Centered – Those who are self-centered or believe they are always correct.

Abrasive – Those who are arrogant, sarcastic and abrasive.

Untrustworthy – Those who exploit others, take undeserved credit or cannot be trusted.

Hostile – Those who lose their tempers, become angry, or yell at others.