



How to Handle Workplace Conflict Before It Spreads

Conflict is a natural part of working life. Research by CPP Inc. found that 85% of employees deal with conflict at some level, and 29% do so "almost constantly." Left unaddressed, minor misunderstandings can spiral into major issues, affecting morale, performance, and retention.

But handled well? Conflict can be productive. It can spark innovation, deepen understanding, and strengthen team relationships.

So, how do you stop conflict from spreading and becoming toxic? One answer lies in behavioural awareness—that's where Everything DiSC can make a real difference.

Why Conflict Escalates

Most workplace conflicts don't start with huge issues. Often, they begin with:

- A poorly worded email
- A missed deadline
- Someone dominating a meeting
- A personality clash

Misinterpretation often makes things worse. We judge others by their behaviours, but interpret them through our own lens.

How DiSC Helps You Understand the Root of Conflict

Everything DiSC is a behavioural model that helps people understand how they tend to behave and communicate—and how others may receive that. It breaks behaviour into four primary styles:

- **D** (Dominance): Results-focused, direct, fast-paced
- **i** (Influence): People-oriented, enthusiastic, expressive
- **S** (Steadiness): Supportive, calm, reliable
- **C** (Conscientiousness): Analytical, detail-focused, logical

Understanding both your own style and how others differ creates space for empathy and reduces knee-jerk reactions.



Spotting Conflict Triggers in Each Style

Here's how conflict might show up for each DiSC style—and how to approach it instead:

D Style (Dominance):

- Triggers: Feeling micromanaged, inefficiency, lack of progress
- Solution: Be brief, focus on solutions, and avoid unnecessary process
- Try saying: "Here are the options—can we quickly decide together?"

i Style (Influence):

- Triggers: Being ignored, feeling isolated, excessive detail
- Solution: Keep energy high, allow space to contribute
- Try saying: "I'd love to hear your take on this before we move forward."

S Style (Steadiness):

- Triggers: Sudden changes, aggressive tone, lack of inclusion
- Solution: Communicate calmly, allow time to adjust
- Try saying: "I know this is a shift—let's walk through it together."

C Style (Conscientiousness):

- Triggers: Lack of clarity, emotional decisions, rushed deadlines
- Solution: Provide facts, logic, and time to process
- Try saying: "I've outlined the data. I'm happy to give you time to review it."

Proactive Steps to Prevent Escalation

1. Name it early: Address issues before they grow. Use neutral language.
2. Focus on intent vs. impact: Ask 'What were you trying to achieve?' and 'How did that land for you?'
3. Use DiSC as a bridge: Help each person understand the other's style to build empathy.
4. Coach, don't referee: Ask open questions and let people work through it with structure.
5. Follow up: Check in to ensure things are improving and agreements are holding.

Want to learn more about Conflict?

Download a free Everything DiSC 'Productive Conflict' Report.

This 22-page report reveals powerful strategies for transforming your conflict response. Invest in a healthier, more productive workplace.



Visit www.jonbritain.co.uk to get in touch today!