

UNDERSTAND CONFLICT BEHAVIOR

The **Conflict Dynamics Profile® (CDP)** is a powerful assessment developed to prevent harmful conflict in the workplace. Backed by sound psychometrics and solid evidence of reliability and validity, this instrument provides managers and employees with a greater awareness of how they respond when faced with conflict.



comprehensive
ASSESSMENT



development
GUIDE



sound
PSYCHOMETRICS

The CDP is unlike any other assessment tool in that it focuses specifically on conflict **behaviors**, rather than styles. It helps individuals and teams understand how they respond during conflict, what triggers can escalate conflict and how to manage conflict more effectively.

Two versions of the instrument—the CDP-Individual (CDP-I) and CDP-360—emphasize an action-oriented approach which leads to real improvement. A thorough Development Guide provides information and tips for coping with conflict and building strong interpersonal relationships.

ASSESSMENT SCALES

In addition to feedback on 7 constructive and 8 destructive scales, both versions of the CDP have a unique “hot buttons” section which identifies the emotional triggers that negatively impact relationships.

7 CONSTRUCTIVE SCALES

ACTIVE CONSTRUCTIVE

- Perspective Taking
- Creating Solutions
- Expressing Emotions
- Reaching Out

PASSIVE CONSTRUCTIVE

- Reflective Thinking
- Delay Responding
- Adapting

8 DESTRUCTIVE SCALES

ACTIVE DESTRUCTIVE

- Winning at all Costs
- Displaying Anger
- Demeaning Others
- Retaliating

PASSIVE DESTRUCTIVE

- Avoiding
- Yielding
- Hiding Emotions
- Self-Criticizing

9 HOT BUTTONS

HOT BUTTONS

- Unreliable
- Overly Analytical
- Unappreciative
- Aloof
- Micro-Managing
- Self-Centered
- Abrasive
- Untrustworthy
- Hostile

CDP CERTIFICATION

For those who wish to use the CDP with their own employees or clients, we offer a very simple certification process that can be completed virtually.

Through certification, you will:

- Gain an understanding of the background, research, and key principles of the CDP
- Learn how to analyze a feedback report
- Develop an ability to facilitate a feedback session
- Explore different applications of the instrument
- Receive comprehensive CDP Practitioner materials
- Gain access to a password-protected Practitioner Website
- Become eligible to purchase and use the CDP

HOW TO BECOME CERTIFIED

Study CDP certification pre-work, then join one of our interactive webinars with other CDP candidates hosted by a CDP Master Practitioner. Complete the certification process with a one-on-one feedback learning session.

The Process

- Complete program pre-work
- Take the CDP-I and receive your own individual feedback report
- Join a webinar hosted by a CDP Master Trainer to learn
 - the key principles of the instrument;
 - how to analyze the feedback report and facilitate a feedback session;
 - specific strategies for creating effective development plans.
- Conduct a mock feedback session with a CDP Master Trainer

Approximate Time Requirements

- Initial pre-work and overall preparation, 3-5 hours
- CDP Certification Webinars, 5 hours
- One-on-one meeting and mock feedback session, 1.5 hours

FOR MORE INFORMATION:

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UPCOMING CERTIFICATION WEBINAR DATES:



CDP CERTIFICATION FEE: \$995