

## Assessments

**Conflict Dynamics Profile (CDP) Self or 360 Degree** The Conflict Dynamics Profile (CDP) is a self-assessment tool or may include boss, peers and reports assessments (360 degree assessment). It is a powerful way to improve self-awareness of what triggers conflict and how the persons usually responds. The data collected supports workplace goals and processes to include:

- Team Building
- Change Management
- Leadership Development
- Conflict Resolution
- Organizational Development
- Relationship Counseling
- Needs Analysis
- Succession Training
- Career Development
- Individual Coaching

The Thomas Kilmann Conflict Mode Instrument (TKI) and Style Matters are assessments tools used to measure an individual's usual response to conflict situations.

Phoenix Strategies, Inc. (PSI) incorporated in 1997. PSI has two divisions:

• **School for Collaboration** (A private school that is approved and regulated by the Colorado Department of Higher Education, Private Occupational School Board). Conflict management courses include:

- Basic Conflict Management
  - Conflict Management for Managers and Mediators
  - Workplace Mediation
  - Facilitation
  - Coaching
  - Business and Consumer
  - Integrated Conflict Management Systems
  - Internships and Certification
- **Services**
- Coaching and assessments
  - Mediation, facilitation and conciliation
  - Consulting-customized training and integrated systems design

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## WORKPLACE CONFLICT MANAGEMENT



Training  
Coaching  
Conflict Management Assessments  
Facilitation  
Mediation  
Integrated Conflict Management Systems

“Be the change you want to see...”

Mahatma Gandhi



## Conflict Management Coaching

Coaching is a one on one collaborative relationship with a conflict management specialist to:

- Analyze conflict situation
- Assess conflict management style or behaviors and hot buttons
- Discover strengths and areas for improvement
- Delve deeply to explore what really is important
- Create performance-based goal(s)
- Develop abilities and skills through exploration and practice of new behaviors
- Continuously, follow-up and evaluate incremental progress



A+ Rating

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## INTEGRATED CONFLICT MANAGEMENT SYSTEMS (ICMS)

Integrated Conflict Management Systems (ICMS) is a big picture approach that addresses the origins of conflict and provides pervasive methods for promoting conflict management competence for all stakeholders.

### Unresolved Conflict Costs

- Excessive employee stress, increased days away from work,
- Increased healthcare employer contributions
- Increased turnover and replacement costs
- Low morale, reduced productivity, delayed and missed deadlines and fractionated activities
- Quality problems, decreased customer satisfaction
- Increased need for supervision and manager's time
- Broken and severed relationships, cliques
- Passive/aggressive, abusive, violent subversive (sabotage and theft) behaviors
- Damaged management and organizational image (lost of credibility)