



# Feedback Report

Sal Capobianco, Ph.D.      Mark Davis, Ph.D.      Linda Kraus, Ph.D.

Prepared for:

PAT SAMPLE

Friday, March 28, 2003

<b>Rater</b>	<b>Number</b>	<b>How Well Does Rater Know the Individual?</b>
Boss	1	Extremely Well(1)
Peers	4	Well(2);Extremely Well(2)
Direct Report	4	Well(3);Extremely Well(1)

## Table of Contents

Introduction.....	3
Guide to Your Feedback Report.....	6
Active-Constructive Response Profile.....	8
Passive-Constructive Response Profile.....	9
Active-Destructive Response Profile.....	11
Passive-Destructive Response Profile.....	12
Scale Profile.....	13
Discrepancy Profile.....	14
Dynamic Conflict Sequence.....	15
Organizational Perspective on Conflict.....	17
Hot Buttons Profile.....	18
Developmental Feedback.....	20
Developmental Worksheets.....	21

# Introduction

Conflict refers to any situation in which people have incompatible interests, goals, principles, or feelings. This is, of course, a broad definition and encompasses many different situations. A conflict could arise, for instance, over a long-standing set of issues, a difference of opinion about strategy or tactics in the accomplishment of some business goal, incompatible beliefs, competition for resources, and so on. Conflicts can also result when one person acts in a way that another individual sees as insensitive, thoughtless, or rude. A conflict, in short, can result from anything that places you and another person in opposition to one another.

Thus, conflict in life is inevitable. Despite our best efforts to prevent it, we inevitably find ourselves in disagreements with other people at times. This is not, however, necessarily bad. Some kinds of conflict can be productive--differing points of view can lead to creative solutions to problems. What largely separates useful conflict from destructive conflict is how the individuals respond when the conflict occurs. Thus, while conflict itself is inevitable, ineffective and harmful responses to conflict can be avoided, and effective and beneficial responses to conflict can be learned. That proposition is at the heart of the Conflict Dynamics Profile (CDP) Feedback Report you have received.

Some responses to conflict, whether occurring at its earliest stages or after it develops, can be thought of as constructive responses. That is, these responses have the effect of not escalating the conflict further. They tend to reduce the tension and keep the conflict focused on ideas, rather than personalities. Destructive responses, on the other hand, tend to make things worse--they do little to reduce the conflict, and allow it to remain focused on personalities. If conflict can be thought of as a fire, then constructive responses help to put the fire out, while destructive responses make the fire worse. Obviously, it is better to respond to conflict with constructive rather than destructive responses.

It is also possible to think of responses to conflict not simply as constructive or destructive, but as differing in terms of how active or passive they are. Active responses are those in which the individual takes some overt action in response to the conflict or provocation. Such responses can be either constructive or destructive--what makes them active is that they require some overt effort on the part of the individual. Passive responses, in contrast, do not require much in the way of effort from the person. Because they are passive, they primarily involve the person deciding to not take some kind of action. Again, passive responses can be either constructive or destructive--that is, they can make things better or they can make things worse.

## ***Responses to Conflict: Four Profiles***

Given that responses can be either constructive or destructive, and that they can be either active or passive, it is possible to think of responses to conflict as falling into one of four categories: Active-Constructive responses, Passive-Constructive responses, Active-Destructive responses, and Passive-Destructive responses. The first part of this report will describe how you see yourself--and how others see you--in each of these four areas. Because there are several different behaviors which fall into each of these areas, your self-ratings and the ratings by your boss, your peers, and your direct reports will be compared for each kind of behavior. You should pay special attention to those cases in which others see your behavior differently than you do.

### ***Scale Profile***

The next portion of this report is the Scale Profile. This section summarizes the ways in which you are seen by your boss, your peers, and your direct reports. The manner in which these people view you has a powerful impact on what they expect from you, how they will interpret your actions, and how they behave towards you. Any feedback from others that you are acting in destructive ways during conflict situations strongly suggests that working to change those views of you will be helpful.

### ***Discrepancy Profile***

The next portion of the report is the Discrepancy Profile. This section identifies the specific items from the CDP on which your self-perceptions and the observations of others are the most different. Because the way you view yourself can often differ dramatically from the way others view you, included here are the specific responses to conflict on which your perceptions are most divergent from those of other people. These items may be especially helpful in understanding how you are coming across to other people during times of conflict.

### ***Dynamic Conflict Sequence***

The next portion of the report is the Dynamic Conflict Sequence. Based on the idea that conflict is a dynamic process which unfolds over time, this section describes the way in which you respond to conflict when it is just beginning, when it is fully underway, and after it is over. This information may be especially useful in helping to identify when in the sequence you handle conflict most constructively, and when in the sequence you handle it least constructively.

### ***Organizational Perspective on Conflict***

The next portion of this report is the Organizational Perspective on Conflict, and is based on the fact that organizations differ in terms of which particular responses to conflict are especially valued and which are especially frowned upon. This section describes what you, your boss, peers, and direct reports feel are the most "toxic" responses to conflict in your organization--the responses which will do the most to damage one's career with the organization.

### ***Hot Buttons Profile***

The next portion of the report is the Hot Buttons section. Presented here is information regarding the kinds of situations and individuals that you find most annoying, and thus are more likely to provoke conflicts--in short, your "hot buttons". By learning something about the situations in which you are most likely to feel upset, you can, we hope, better avoid conflicts in the future.

### ***Developmental Feedback and Worksheets***

The final portion of the report is a little different. Your boss, peers, and direct reports were given the opportunity to directly offer comments to you regarding how you handle conflict; any comments that they provided are reported in this section. In addition, two worksheets are included to help you identify the areas in which the CDP suggests that you have the clearest opportunities for development.

***Final Note: Interpreting Feedback From Others***

One of the most powerful features of the Conflict Dynamics Profile is that it provides you with an accurate picture of how you are viewed by other people. For each of the different ways of responding to conflict--constructive and destructive, active and passive--the CDP provides a measure of how your boss, peers, and direct reports perceive you. It is difficult to overestimate how important these impressions can be in affecting how these people will evaluate you and act toward you. Thus, any substantial discrepancies between your self-perceptions and the views held by others should be given serious attention.

The way in which the information in this Feedback Report is usually presented is through standardized scores. This method takes the responses of you, your boss, peers, and direct reports, and compares them to the responses of hundreds of people who have also taken the CDP. By doing so, this provides a standard by which to evaluate the way you, your boss, peers, and direct reports see your behavior. These standardized scores take the form of numbers ranging from 0 to 100, although most scores will fall between 35 and 65. Whenever such scores are presented, there will also be some indication as to whether--compared to hundreds of others--that score is very low, low, average, high, or very high.

Two additional issues should be mentioned. First, sometimes there is good agreement among others regarding your behavior; everyone essentially views you in the same way. Other times there is poor agreement among others; different people view your behavior in different ways. The CDP provides an estimate of how much "rater agreement" there is among the people who rated you. For both the "peer" and "direct report" categories, for each scale separately, the right-hand column will indicate whether rater agreement regarding this behavior was "high", "moderate", or "low". In the case of "high" or "moderate" rater agreement, it means that the raters are in generally good agreement regarding how you act during conflict situations. In the case of "low" rater agreement, there are two possibilities: 1) it may be that the raters generally disagree about this behavior, with some seeing you as frequently acting this way, and others seeing you as infrequently doing so; or 2) it may be that there is one rater in particular who differs markedly from the others. In either case, it indicates that there is less consensus about this particular behavior. It will be a good idea to consider the reasons why such disagreement might exist.

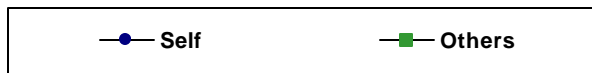
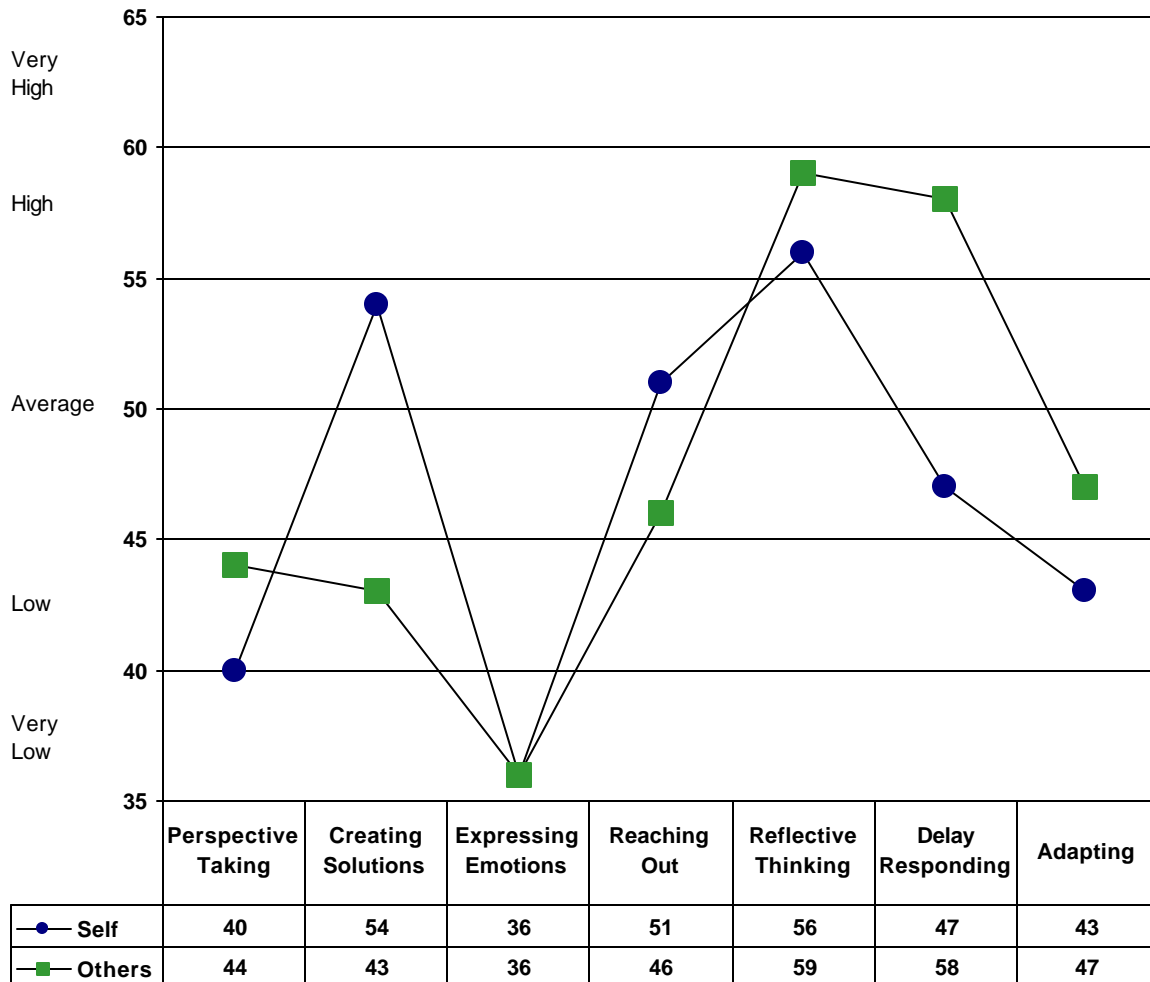
Second, in order to maintain the anonymity of the peers and direct reports who answered questions about you, no information from these groups is provided unless there are at least three respondents. If only one or two peers or direct reports return information, then the peers and direct reports categories are combined into a single "peers/reports" category.

## Guide to Your Feedback Report

<b>Active-Constructive Response Profile</b>	Four ways of responding to conflict which require some effort on the part of the individual, and which have the effect of reducing conflict: Perspective Taking, Creating Solutions, Expressing Emotions, and Reaching Out.
<b>Passive-Constructive Response Profile</b>	Three ways of responding to conflict which have the effect of dampening the conflict, or preventing escalation, but which do not require any active response from the individual: Reflective Thinking, Delay Responding, and Adapting.
<b>Active-Destructive Response Profile</b>	Four ways of responding to conflict which through some effort on the part of the individual have the effect of escalating the conflict: Winning at All Costs, Displaying Anger, Demeaning Others, and Retaliating.
<b>Passive-Destructive Response Profile</b>	Four ways of responding to conflict which due to lack of effort or action by the individual cause the conflict to either continue, or to be resolved in an unsatisfactory manner: Avoiding, Yielding, Hiding Emotions, and Self-Criticizing.
<b>Scale Profile</b>	How your typical responses during conflict are viewed by your boss, peers, and direct reports.
<b>Discrepancy Profile</b>	The particular responses to conflict on which your own self-perceptions and those of others differ most markedly.
<b>Dynamic Conflict Sequence</b>	How constructively and destructively you respond to conflict before it begins, after it is underway, and after it is over.
<b>Organizational Perspective on Conflict</b>	The particular responses to conflict which are especially discouraged in your organization; regularly engaging in these responses can have severe negative effects on one's career.
<b>Hot Buttons Profile</b>	The types of situations and individuals most likely to irritate you and provoke conflict.
<b>Developmental Feedback</b>	Direct comments about your responses to conflict from boss, peers, and direct reports.
<b>Developmental Worksheets</b>	Two worksheets to aid you in identifying your clearest opportunities for development.

# Constructive Responses

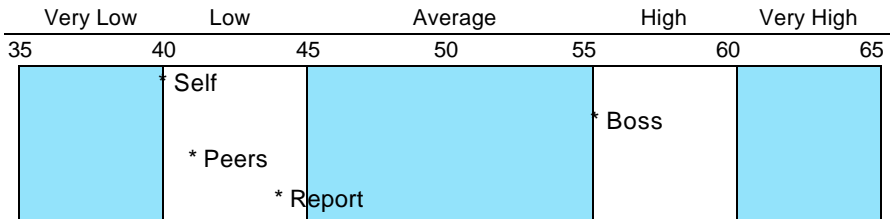
(Higher numbers are more desirable)



## Active-Constructive Responses

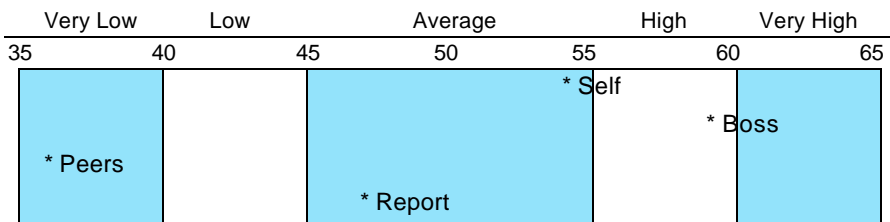
(Higher numbers are more desirable)

**Perspective Taking**      Responding to conflict by putting yourself in the other person's position and trying to understand that person's point of view.



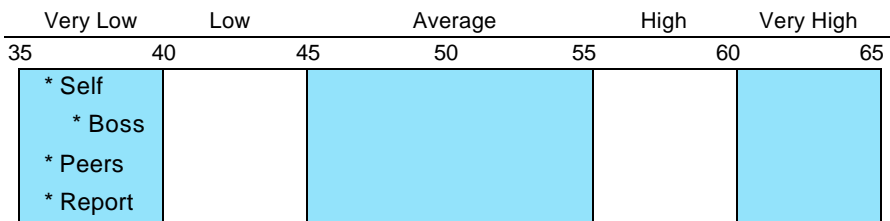
<u>Actual Score</u>	<u>Rater Agreement</u>
40	
55	
41	High
44	High

**Creating Solutions**      Responding to conflict by brainstorming with the other person, asking questions, and trying to create solutions to the problem.



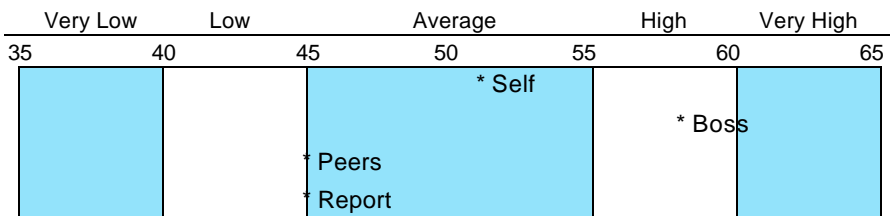
<u>Actual Score</u>	<u>Rater Agreement</u>
54	
59	
36	High
47	High

**Expressing Emotions**      Responding to conflict by talking honestly with the other person and expressing your thoughts and feelings.



<u>Actual Score</u>	<u>Rater Agreement</u>
36	
37	
36	High
36	High

**Reaching Out**      Responding to conflict by reaching out to the other person, making the first move, and trying to make amends.



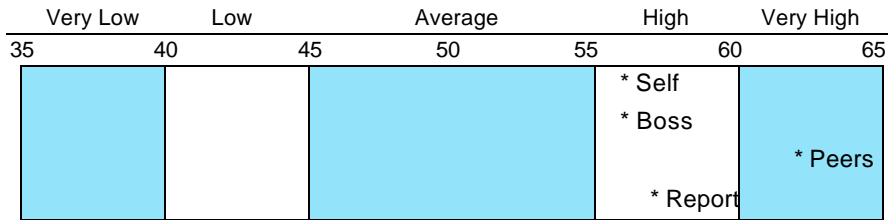
<u>Actual Score</u>	<u>Rater Agreement</u>
51	
58	
45	High
45	High

## Passive-Constructive Responses

(Higher numbers are more desirable)

### Reflective Thinking

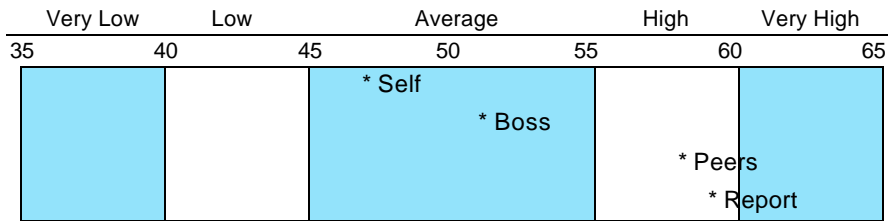
Responding to conflict by analyzing the situation, weighing the pros and cons, and thinking about the best response.



<u>Actual Score</u>	<u>Rater Agreement</u>
56	
56	
62	High
57	High

### Delay Responding

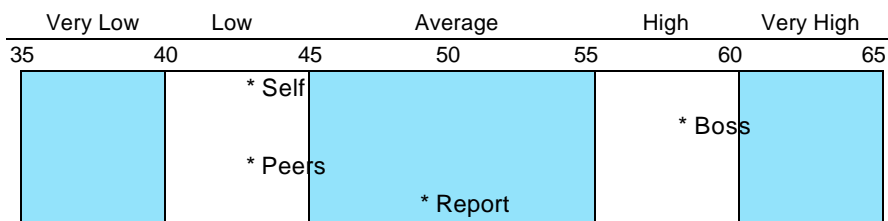
Responding to conflict by waiting things out, letting matters settle down, or taking a "time out" when emotions are running high.



<u>Actual Score</u>	<u>Rater Agreement</u>
47	
51	
58	High
59	High

### Adapting

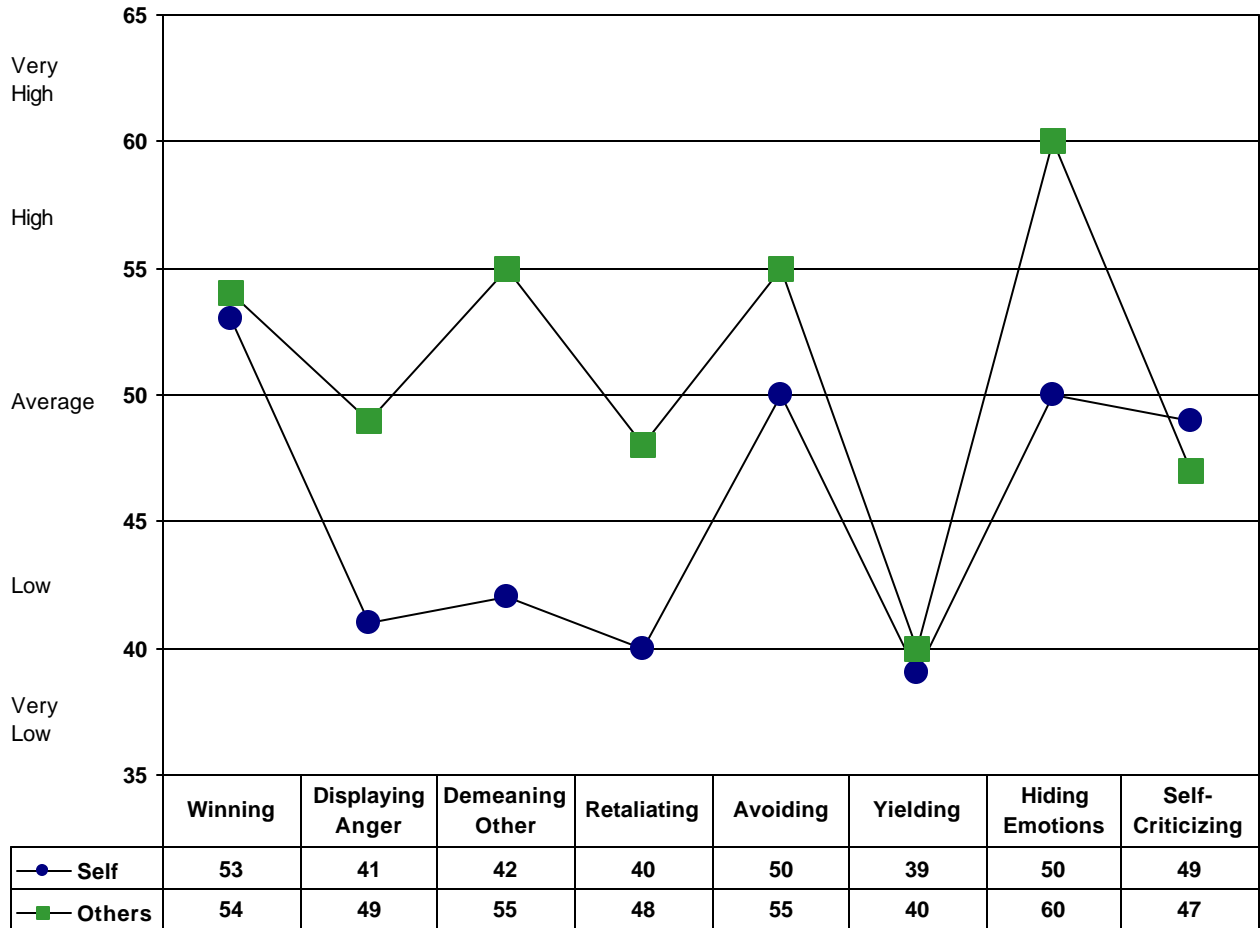
Responding to conflict by staying flexible, and trying to make the best of the situation.



<u>Actual Score</u>	<u>Rater Agreement</u>
43	
58	
43	High
49	High

# Destructive Responses

(Lower numbers are more desirable)

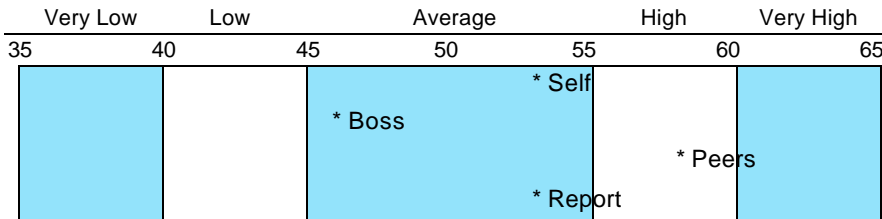


## Active-Destructive Responses

(Lower numbers are more desirable)

### Winning

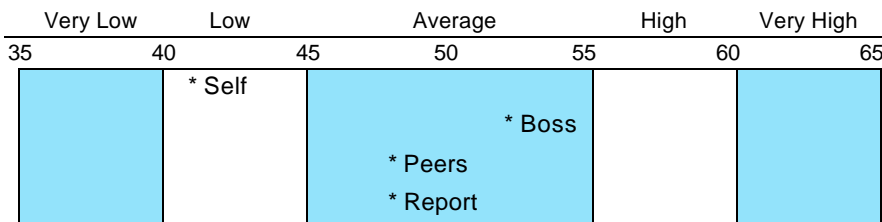
Responding to conflict by arguing vigorously for your own position and trying to win at all costs.



Actual Score	Rater Agreement
53	
46	
58	High
53	High

### Displaying Anger

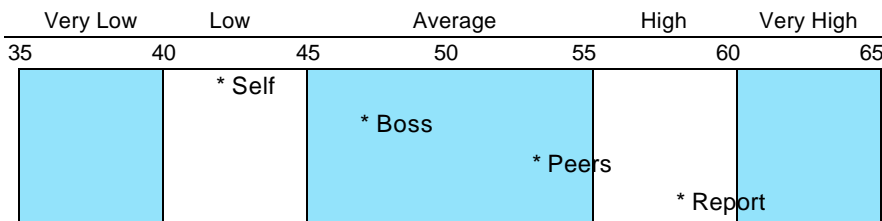
Responding to conflict by expressing anger, raising your voice, and using harsh, angry words.



Actual Score	Rater Agreement
41	
52	
48	High
48	High

### Demeaning Other

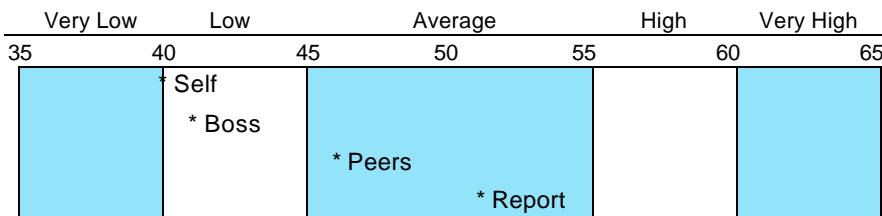
Responding to conflict by laughing at the other person, ridiculing the other's ideas, and using sarcasm.



Actual Score	Rater Agreement
42	
47	
53	High
58	High

### Retaliating

Responding to conflict by obstructing the other person, retaliating against the other, and trying to get revenge.

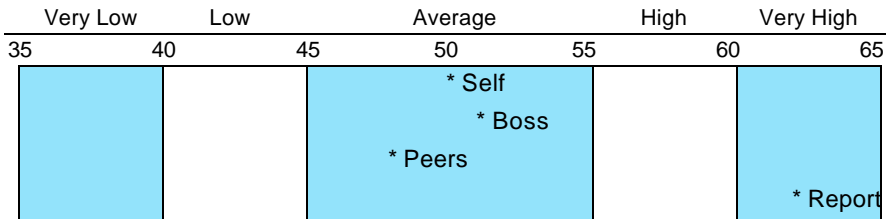


Actual Score	Rater Agreement
40	
41	
46	High
51	High

## Passive-Destructive Responses

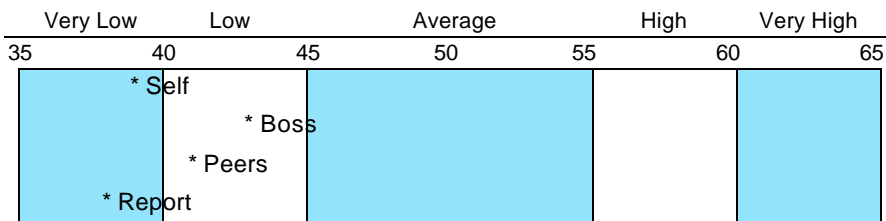
(Lower numbers are more desirable)

**Avoiding**      Responding to conflict by avoiding or ignoring the other person, and acting distant and aloof.



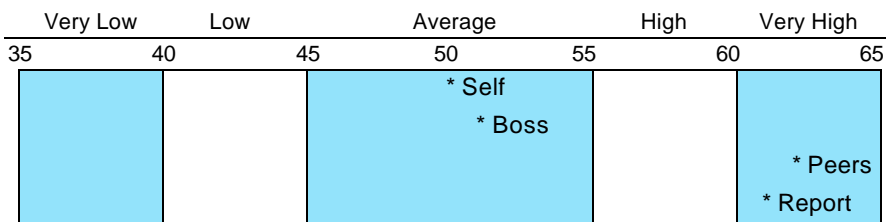
Actual Score	Rater Agreement
50	
51	
48	High
62	High

**Yielding**      Responding to conflict by giving in to the other person in order to avoid further conflict.



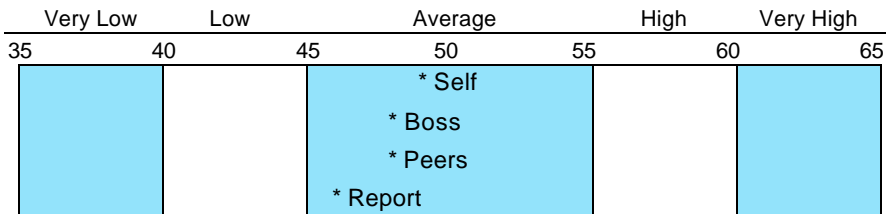
Actual Score	Rater Agreement
39	
43	
41	High
38	High

**Hiding Emotions**      Responding to conflict by concealing your true emotions even though feeling upset.



Actual Score	Rater Agreement
50	
51	
62	Moderate
61	High

**Self-Criticizing**      Responding to conflict by replaying the incident over in your mind, and criticizing yourself for not handling it better.



Actual Score	Rater Agreement
49	
48	
48	High
46	Moderate

## Scale Profile

Based on their responses to the Conflict Dynamics Profile, your boss, your peers, and your direct reports have some fairly clear, specific views about the ways in which you respond to conflict situations; their most strongly held views appear below. These opinions may or may not agree with your own self-perception; the thing to remember, however, is that others' impressions of you are extremely important, whether you believe they are accurate or not. The observations of your boss, your peers, and your direct reports have a powerful impact on what they expect from you, how they will interpret your actions, and how they behave toward you. Any belief by others that you are acting in destructive ways during conflict situations strongly suggests that working to change these views of you would be worthwhile.

### Boss Feedback

*With regard to conflict, your boss sees you as someone who:*

- > actively works with the other person in creating new ways to solve the problem
- > does not communicate honestly or openly with the other person about how you feel

### Peer Feedback

*With regard to conflict, your peers see you as someone who:*

- > feels upset but hides your true emotions
- > thinks reflectively about the most appropriate response before reacting
- > does not work with the other person to create solutions or generate new ideas
- > does not communicate honestly or openly with the other person about how you feel

### Direct Report Feedback

*With regard to conflict, your direct reports see you as someone who:*

- > feels upset but hides your true emotions
- > acts distant and aloof, ignoring the other person and avoiding his/her physical presence
- > does not simply give in to the other person to avoid conflict
- > does not communicate honestly or openly with the other person about how you feel

## Discrepancy Profile

One outcome of taking the Conflict Dynamics Profile is discovering how your impressions of your own behavior can differ from those of others. Because others' observations of you are what determine their behavior toward you, such observations are very important. It is critical, then, to know the areas in which the way you think you are behaving differ from the way that others think you are behaving. That is the purpose of this section of the report.

Below you will find a series of graphs which display the individual items from the Conflict Dynamics Profile for which the gap between your viewpoint and the viewpoint of others is the greatest. For each of these items, it may be useful for you to ask the following questions: Why does this discrepancy exist? On what evidence am I basing my perception of my behavior? On what evidence are other people basing their impressions? What does this say about the way I present myself to others?

### Boss Discrepancies

	Never 1	Rarely 2	Sometimes 3	Often 4	Almost Always 5	
Openly express my thoughts and feelings			* Boss			* Self
Adamantly stick to my own position		* Self		* Boss		
Try to just make the best of the situation			* Self			* Boss
Try to stay flexible and optimistic			* Self			* Boss

### Peer Discrepancies

	Never 1	Rarely 2	Sometimes 3	Often 4	Almost Always 5	
Feel upset but don't show it		* Self			* Peers	
Brainstorm with the other person to create new ideas		* Peers		* Self		
Openly express my thoughts and feelings			* Peers			* Self
Ask the other person questions to help figure out a solution		* Peers		* Self		

### Direct Report Discrepancies

	Never 1	Rarely 2	Sometimes 3	Often 4	Almost Always 5	
Feel upset but don't show it		* Self			* Reports	
Delay responding until the situation has settled down			* Self			* Report
Adamantly stick to my own position		* Self		* Reports		
Try to stay flexible and optimistic			* Self		* Reports	

## Dynamic Conflict Sequence

Behavior changes as conflict progresses. Some people are most effective as a conflict is just beginning, and can diffuse a tense situation early. Others may be most constructive after a conflict has ended by reaching out to the other person and attempting to make amends. It can therefore be useful to gain insight into how you react throughout the entire conflict sequence. Even more important is how your actions over the course of conflict are viewed by others, and the discrepancy between your impressions of your behavior and theirs.

This section of the CDP Feedback Report provides you with a description of the dynamics of your behavior as conflict unfolds. As a part of the CDP, you and your co-workers rated your behavior at three points in time: as conflict is beginning, during the conflict, and after the conflict has ended. Both the graph on the following page and the table below describe your and others' impressions of your behavior--constructive and destructive--at each of these three stages. The data on the graph represent the ratings of your boss, peers and direct reports combined, while the table specifies the ratings given by each of those groups as well as your own ratings. You will probably find that it is helpful to look first at the graph on the next page, and then at the table below. As you study this section, you will want to consider these questions:

- > How does your behavior change over the course of a conflict?
- > At each point in time, how does your view of your behavior differ from those of others?
- > At each point in time, what is the discrepancy between your constructive and destructive responses?
- > Based on what you have learned so far from this Feedback Report, when you act in constructive (or destructive) ways, what specific behaviors are you likely to engage in?

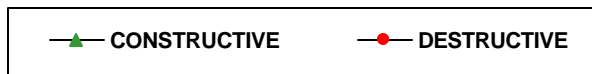
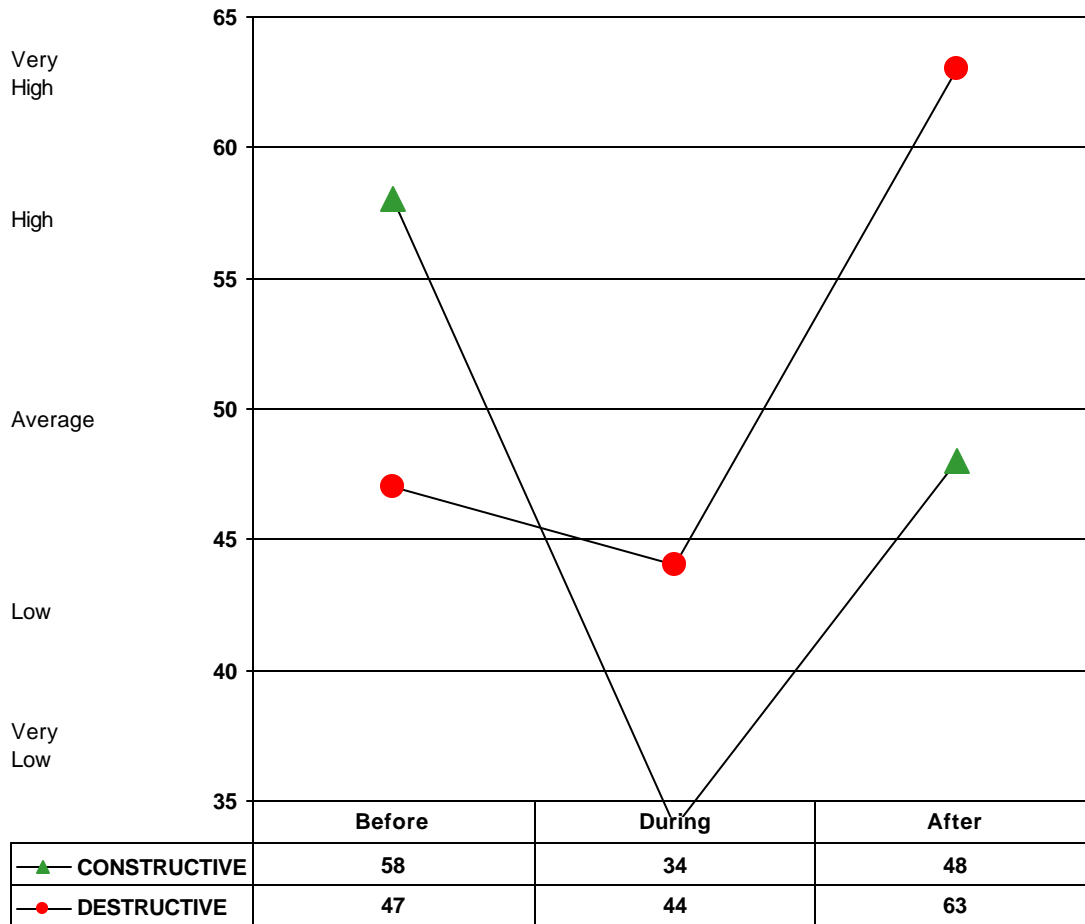
### Constructive vs. Destructive Behaviors Over Time

	As Conflict Begins	During Conflict	After Conflict
<b>Self</b>	[42] Constructive [44] Destructive	[42] Constructive [45] Destructive	[50] Constructive [43] Destructive
<b>Boss</b>	[63] Constructive [37] Destructive	[42] Constructive [38] Destructive	[57] Constructive [63] Destructive
<b>Peers</b>	[58] Constructive [45] Destructive	[29] Constructive [44] Destructive	[48] Constructive [63] Destructive
<b>Direct Reports</b>	[58] Constructive [52] Destructive	[36] Constructive [45] Destructive	[47] Constructive [62] Destructive

60 and above = Very High; 55-60 = High; 45-55 = Average; 40-45 = Low; Less than 40 = Very Low.

# Dynamic Conflict Sequence

(Combined Ratings By Boss, Peers, and Direct Reports)



## Organizational Perspective on Conflict

You, your boss, peers, and direct reports were asked to indicate which kinds of responses to conflict within your organization have the most negative effect on a person's career--that is, the responses to conflict which are most frowned upon within your organization. The grid below displays what each of you believes are the behaviors which, in your organization, have either a severe, or moderate, negative impact on one's career. It does not indicate whether you are seen as engaging in such behaviors; that information appears elsewhere. As you read and review this CDP Feedback Report, you should pay special attention to: 1) those areas identified by your boss as especially important, and 2) those areas which at least three groups identify as important.

### Behaviors Seen As Having Severe(S) or Moderate(M) Impact on Careers

Responses to Conflict	Self	Boss	Peers*	Direct Reports*
Being insensitive to the other person's point of view				
Failing to work with the other person to create solutions		<b>M</b>		
Failing to communicate honestly with the other person by expressing thoughts and feelings			<b>S</b>	<b>S</b>
Ignoring opportunities to reach out to the other person and repair things	<b>M</b>	<b>S</b>	<b>S</b>	
Reacting impulsively rather than analyzing the situation and thinking about the best response	<b>M</b>			
Responding immediately to conflict rather than letting emotions settle down		<b>M</b>		
Failing to adapt and be flexible during conflict situations	<b>S</b>			<b>S</b>
Arguing vigorously for one's own position, trying to win at all costs				
Expressing anger, raising one's voice, using harsh, angry words	<b>S</b>	<b>S</b>		<b>S</b>
Laughing at the other person, ridiculing the other, using sarcasm	<b>S</b>	<b>M</b>	<b>S</b>	
Obstructing or retaliating against the other, trying to get revenge later	<b>S</b>	<b>S</b>		<b>S</b>
Avoiding or ignoring the other person, acting distant and aloof	<b>M</b>			
Giving in to the other person in order to avoid further conflict	<b>M</b>	<b>M</b>		
Concealing one's true emotions even though feeling upset				
Replaying the incident over in one's mind, criticizing oneself for not handling it better	<b>M</b>			

\* For this category, "severe negative impact" reflects a mean response of 2.5 or higher, and "moderate negative impact" reflects a mean response between 2.0 and 2.49. (on a 1 - 3 scale)

## Hot Buttons Profile

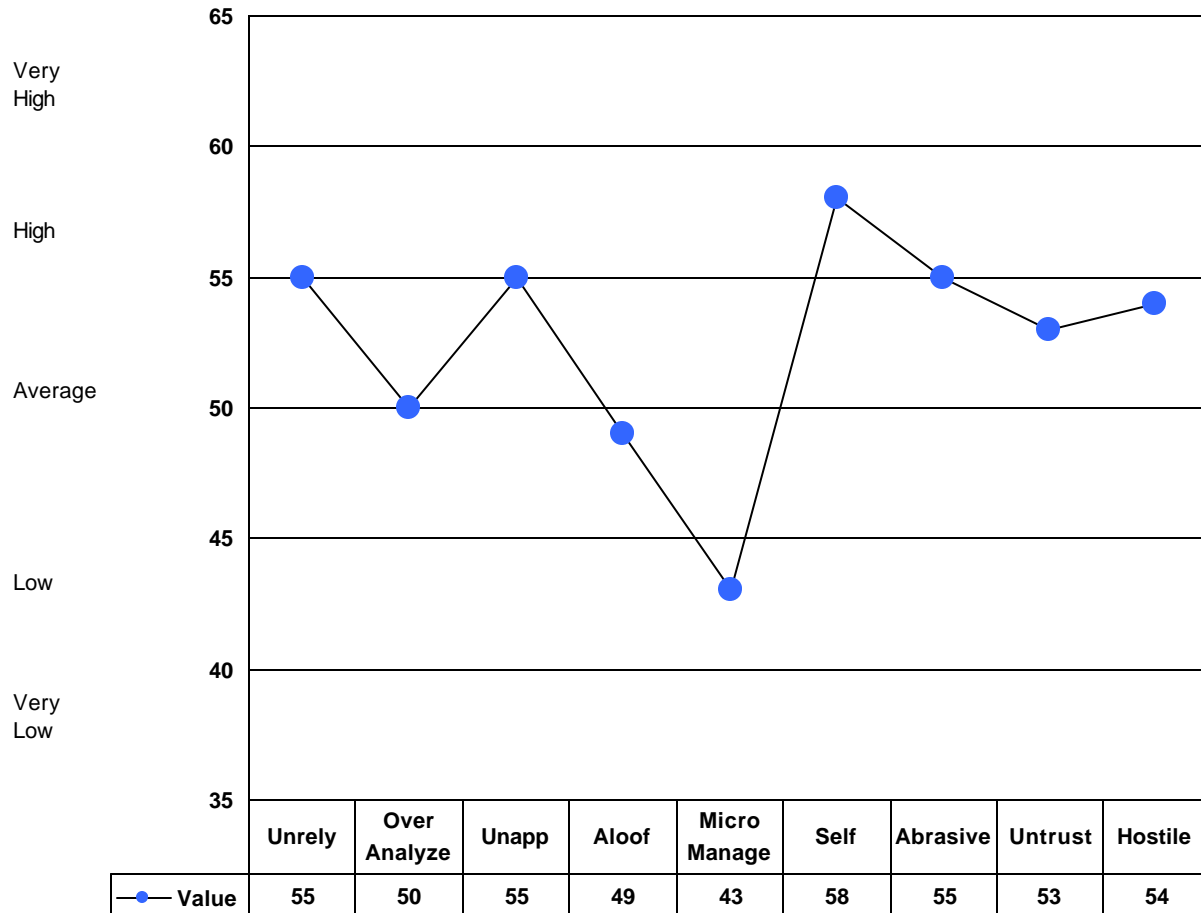
This portion of the Conflict Dynamics Profile Feedback Report is a bit different from the others. Instead of indicating how you typically respond to conflict situations, this section provides insight into the kinds of people and situations which are likely to upset you and potentially cause conflict to occur: in short, your hot buttons. Because other people are often unable to detect what our own personal hot buttons are, this section is based only on your own responses to the CDP; your boss, peers, and direct reports were not asked these questions.

Below you will find a brief description of each of the hot buttons measured by the CDP, and on the following page a graph which illustrates how upsetting--compared to people in general--you find each situation. Obviously, these do not represent every possible hot button that people may have; they are simply some of the most common ones. In each case, a higher score on the scale indicates that you get especially irritated and upset by that particular situation.

<b>Unreliable</b>	You get especially irritated and upset when working with people who are unreliable, miss deadlines, and cannot be counted on.
<b>Overly-Analytical</b>	You get especially irritated and upset when working with people who are perfectionists, overanalyze things, and focus too much on minor issues.
<b>Unappreciative</b>	You get especially irritated and upset when working with people who fail to give credit to others or seldom praise good performance.
<b>Aloof</b>	You get especially irritated and upset when working with people who isolate themselves, do not seek input from others, or are hard to approach.
<b>Micro-Managing</b>	You get especially irritated and upset when working with people who constantly monitor and check up on the work of others.
<b>Self-Centered</b>	You get especially irritated and upset when working with people who are self-centered, or believe they are always correct.
<b>Abrasive</b>	You get especially irritated and upset when working with people who are arrogant, sarcastic, and abrasive.
<b>Untrustworthy</b>	You get especially irritated and upset when working with people who exploit others, take undeserved credit, or cannot be trusted.
<b>Hostile</b>	You get especially irritated and upset when working with people who lose their tempers, become angry, or yell at others.

# Hot Buttons

(Lower numbers are more desirable)





## CDP Developmental Worksheet: Hot Buttons

Hot Buttons, those situations and individuals that you find most annoying, can provoke and escalate conflict. By learning about the situations in which you are most likely to feel upset, you can better avoid conflicts in the future. By understanding and examining the links between provocation and response, you can better control your behavior.

Indicate below each of your Hot Button Scores. Then, for the three Hot Buttons with the highest scores, rank-order their "Importance of Cooling", taking into consideration the following factors:

- > Your level of frustration and irritation (that is, your score)
- > How frequently this Hot Button provokes you into conflict
- > The degree to which provocation of this Hot Button interferes with your job performance
- > The degree to which provocation of this Hot Button affects your physical and emotional well-being

The Hot Button ranked Number 1 should be the Hot Button that you most want (or need) to change.

<b><u>Hot Button</u></b>	<b><u>Your Score</u></b>	<b><u>Importance of Cooling</u></b>
Unreliable	<input type="text"/>	<input type="text"/>
Overly-Analytical	<input type="text"/>	<input type="text"/>
Unappreciative	<input type="text"/>	<input type="text"/>
Aloof	<input type="text"/>	<input type="text"/>
Micro-Managing	<input type="text"/>	<input type="text"/>
Self-Centered	<input type="text"/>	<input type="text"/>
Abrasive	<input type="text"/>	<input type="text"/>
Untrustworthy	<input type="text"/>	<input type="text"/>
Hostile	<input type="text"/>	<input type="text"/>