

Conflict Dynamics Profile®

The Conflict Dynamics Profile (CDP) assessment instrument is designed to help people better understand how they currently respond to workplace conflict. It measures situations and behaviors that can trigger conflict for individuals. It also provides insight into how they respond to conflict once it is provoked.

The instrument is based on research in the fields of organization and interpersonal conflict. The organizational research finds that conflict, while inevitable, can either be the basis of better creativity and decision-making or the cause of poorer morale and productivity. The key differentiator is how people respond behaviorally when conflict arises. The interpersonal research explores those types of behaviors that lead to more effective conflict results. They are differentiated between reactive fight or flight behaviors and those that involved understanding the issues underlying the conflict and developing mutual gain resolutions to the problem.

The CDP measures a series of constructive and destructive responses to conflict. Uses of the constructive behaviors results in more emphasis on effective problem solving whereas reliance on the destructive behaviors serves to enflame and prolong the negative aspects of conflict. The instrument measures how often people engage in various behaviors and compares their scores against those of a norm group of leaders and managers.

The instrument was developed by psychologists working with the Leadership Development Institute at Eckerd College. It is used by the Center for Creative Leadership and other groups in leadership development, executive coaching, and conflict management programs. The instrument has been validated and the results published in the *Journal of Educational and Psychological Measurement* (August, 2004).