



LSI Conflict™

INDIVIDUAL DEVELOPMENT

Develop more Constructive, less Defensive approaches to dealing with differences and resolving conflicts in your interpersonal relationships, teams, and organization

“As long as I think of myself as an equal and refuse to act as if I were unequal, I have achieved equality.”

Mahatma Gandhi
quote in the LSI Conflict Self-Development Guide

WHAT IS LSI CONFLICT?

Developed by Ron Phillips, based on the *Life Styles Inventory™* by Dr. J. Clayton Lafferty, *LSI Conflict* measures 12 specific styles or patterns of thinking and behavior that affect the outcomes of disagreements, differences, and conflicts. These 12 ways of thinking and behaving are organized into three distinct orientations to conflict situations:

- *Constructive*, which includes the Pragmatist, Self-Empowered, Conciliator, and Relationship Builder styles
- *Passive/Defensive*, which includes the Accomodator, Regulator, Insulator, and Avoider styles
- *Aggressive/Defensive*, which includes the Escalator, Dominator, Competitor, and Perfectionist styles

Research has shown that these orientations are related to a variety of outcomes including quality of interpersonal relations, problem-solving effectiveness, individual health and well being, and organizational culture.

HOW DOES LSI CONFLICT WORK?

The *LSI Conflict Inventory* is a self-assessment consisting of 240 words and phrases that correspond to the 12 thinking and behavioral styles. The inventory takes about 20 to 30 minutes to complete and about 10 minutes to

self-score. Participants can then plot their results on the normed Human Synergetics Circumplex to obtain a visual picture of their strongest and weakest styles as compared to approximately 9,000 other people.

The *LSI Conflict Self-Development Guide* helps participants gain a better understanding of their conflict styles and determine what to do to improve their current approach. The Guide includes an action plan that they can use to specify and commit to behavior changes to develop more Constructive, less Defensive conflict styles and improve their effectiveness in conflict situations.

APPLICATIONS

LSI Conflict can be used to:

- Promote awareness of the different styles people engage in when dealing with negotiation and conflict
- Help individuals at all organizational levels learn to deal with conflict in a more collaborative and integrative manner
- Improve the effectiveness of work teams through constructive communication
- Enhance cooperation and integrative problem solving throughout the organization

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WHO SHOULD USE LSI CONFLICT?

LSI Conflict is appropriate for all individuals, including organizational members across levels and functional areas.

LSI Conflict is part of the Teams Workshop, which is pre-approved for recertification credits.



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