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CDP-360 Version FEEDBACK REPORT

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Prepared for:
Participant 2 Test
November 11, 2024

Rater	Number	How Well Does Rater Know the Individual?
Boss	2	Well (1); Extremely Well (1)
Peer	3	Somewhat (1); Well (1); Extremely Well (1)
Direct Report	3	Somewhat (1); Well (1); Extremely Well (1)

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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 ways 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, the Organizational Perspective on Conflict, is based on the fact that organizations differ in terms of which particular responses to conflict are especially valued and those 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 within 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.

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 graphs of your CDP-360 results in the feedback report are presented using a scale known as "T-scores." T-scores are standardized scores that allow comparison of your results with those of thousands of people in a norm group who have also completed the CDP. This type of scoring provides a meaningful comparison of your scores with a large population, helping you to determine whether you, your boss, peers and direct reports rate you as relatively more or less likely to use certain conflict behaviors..

The average T-score is always 50 with half the people scoring above that score and half scoring below it. While T-scores can range from 0 to 100, 68% of the scores will fall between 40 and 60. If you are familiar with the normal "bell curve," you might imagine it placed sideways along the numerical scale of the left side of the graph with the peak (average) at 50 and the "tails" going off in either direction. The use of a T-score allows you to determine if your scores are very low, low, average, high or very high when compared to a large sample of other people. If you have any concerns about your scores, you are encouraged to discuss these during your feedback meeting.

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 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 generally in 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 will indicate 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

Active-Constructive Response Profile

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.

Passive-Constructive Response Profile

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.

Active-Destructive Response Profile

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.

Passive-Destructive Response Profile

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.

Scale Profile

How your typical responses during conflict are viewed by your boss, peers and direct reports.

Discrepancy Profile

The particular responses to conflict on which your own self-perceptions and those of others differ most markedly.

Dynamic Conflict Sequence

How constructively and destructively you respond to conflict before it begins, when it is underway and after it is over.

Organizational Perspective on Conflict

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.

Hot Buttons Profile

The types of situations and individuals most likely to irritate you and provoke conflict.

Developmental Feedback

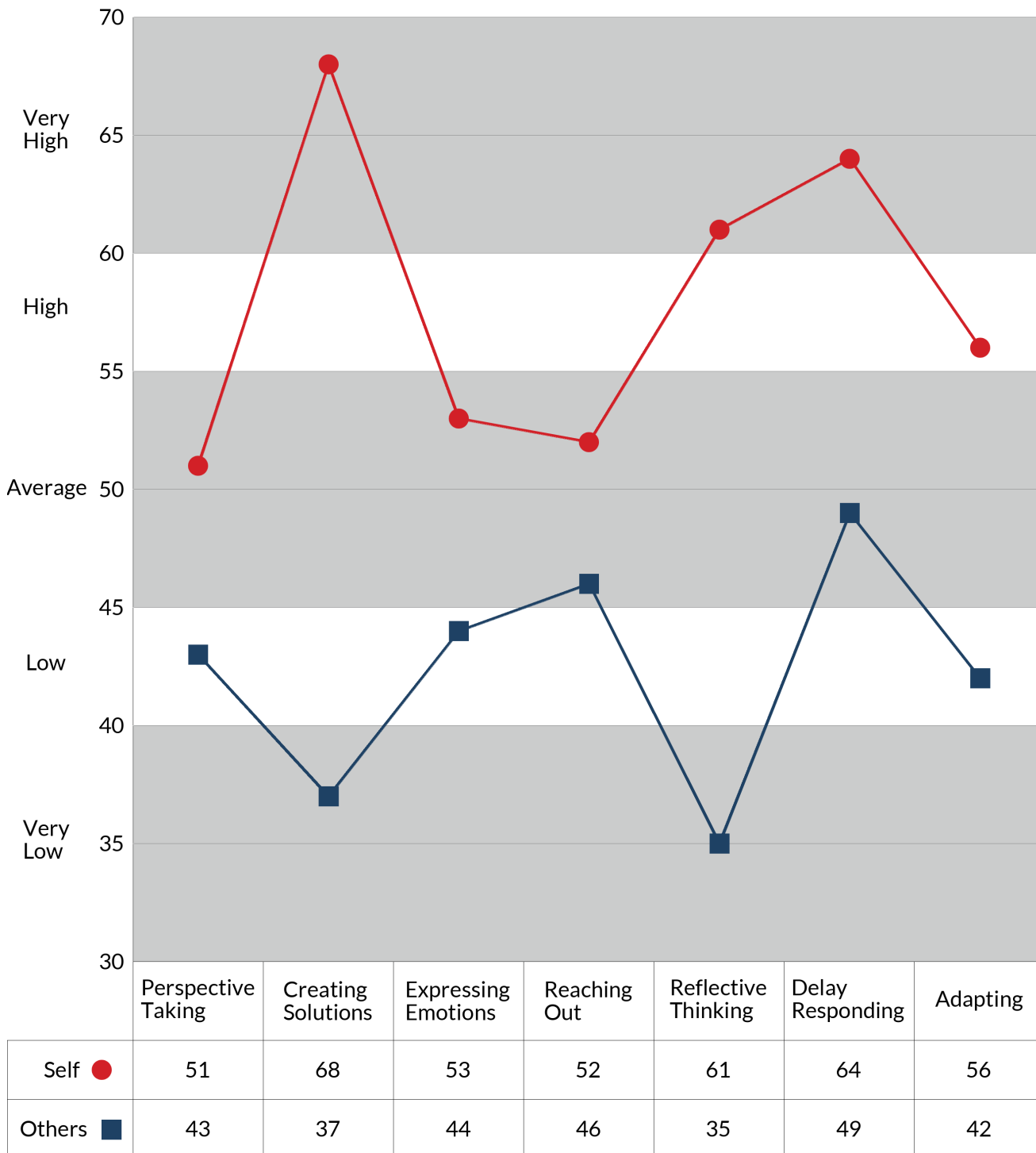
Direct comments about your responses to conflict from boss, peers and direct reports.

Developmental Worksheets

Two worksheets to aid you in identifying your clearest opportunities for development.

Constructive Responses

(Higher numbers are more desirable)

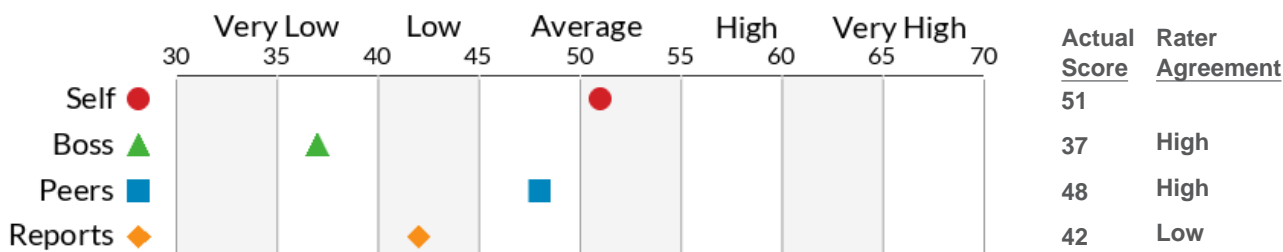


Active-Constructive Responses

(Higher numbers are more desirable)

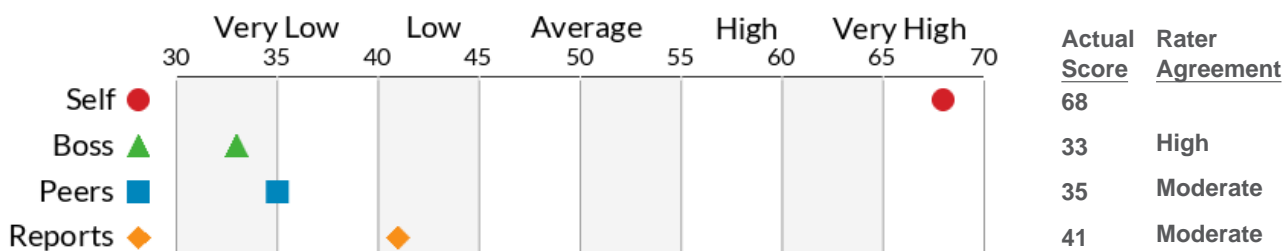
Perspective Taking (PT)

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



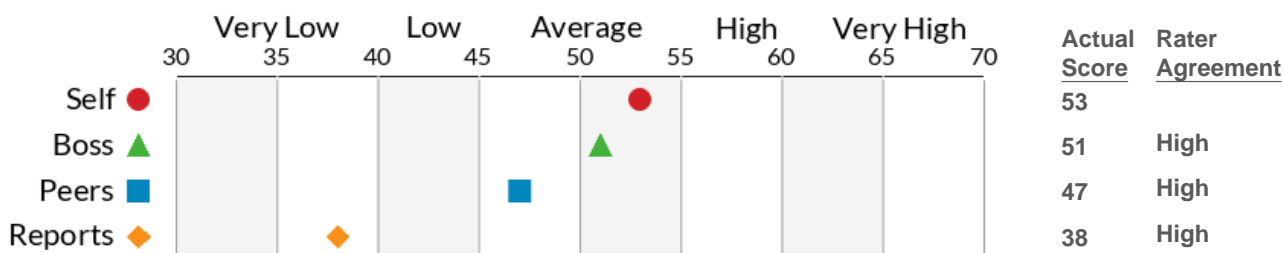
Creating Solutions (CS)

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



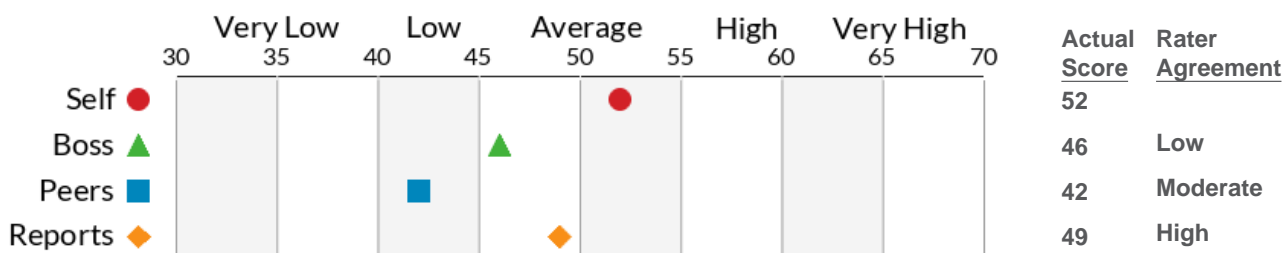
Expressing Emotions (EE)

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



Reaching Out (RO)

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

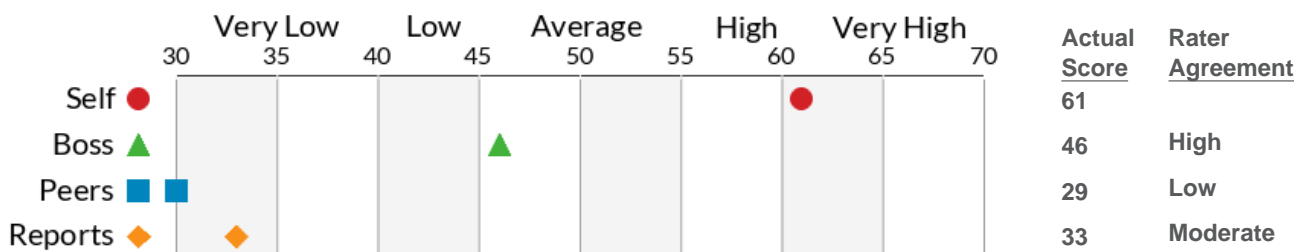


Passive-Constructive Responses

(Lower numbers are more desirable)

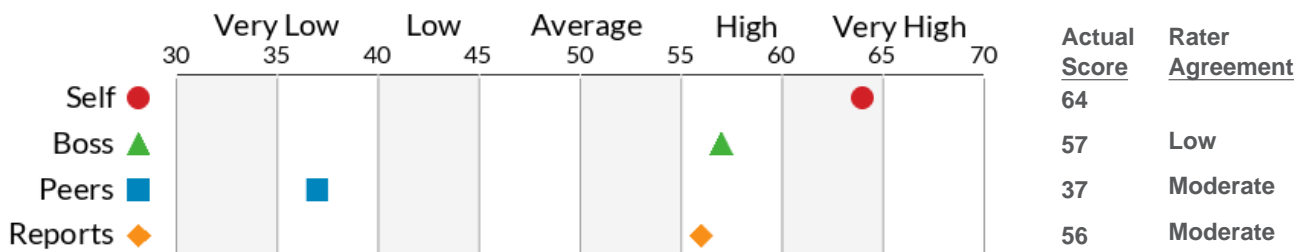
Reflective Thinking (RT)

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



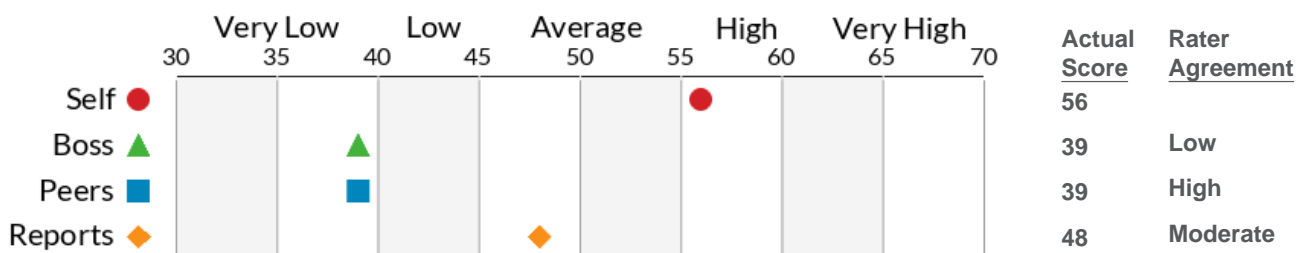
Delay Responding (DR)

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



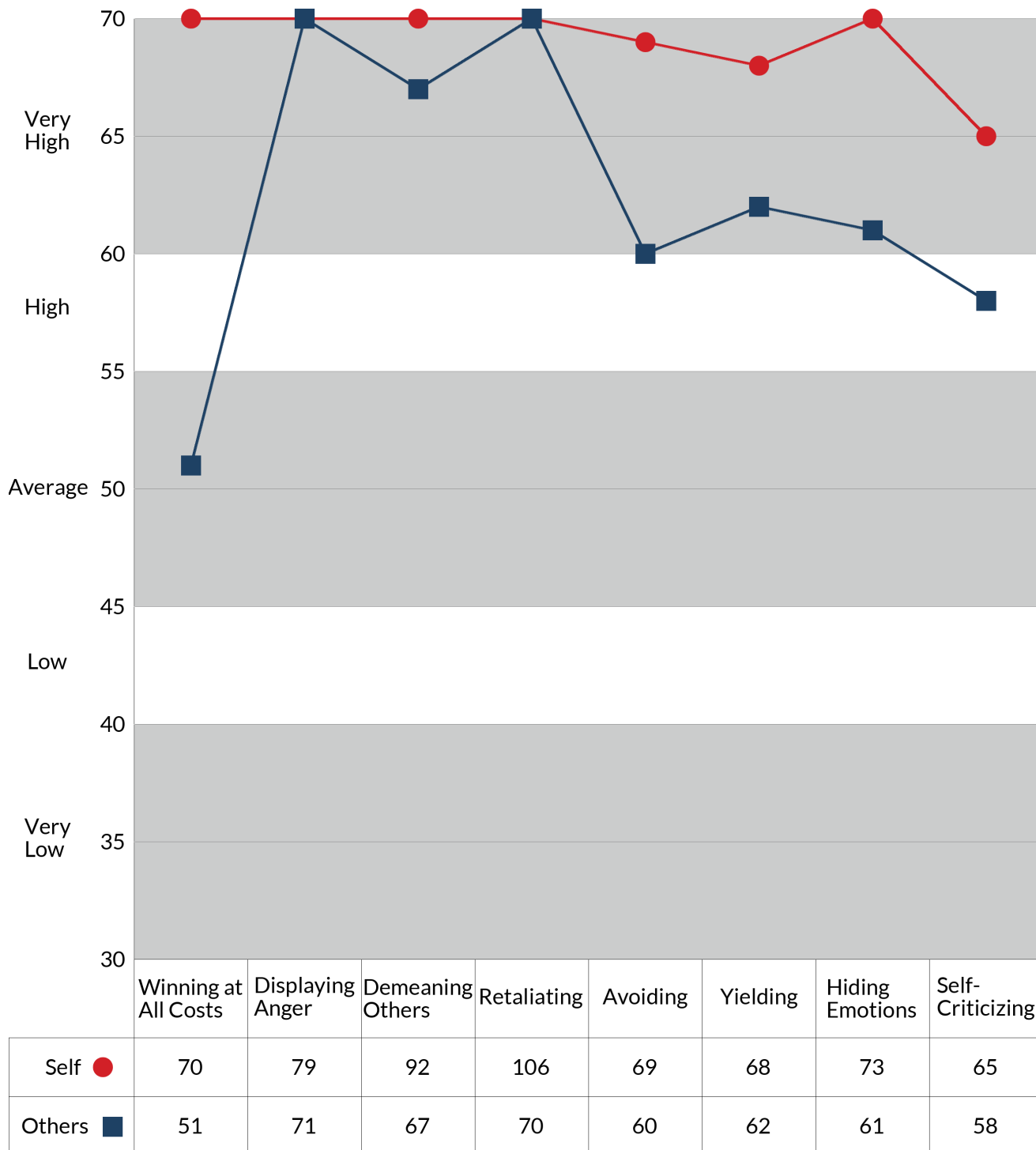
Adapting (AD)

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



Destructive Responses

(Lower numbers are more desirable)

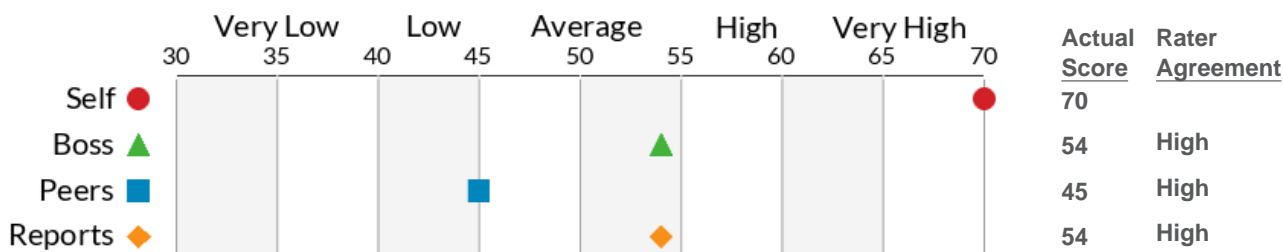


Active-Destructive Responses

(Lower numbers are more desirable)

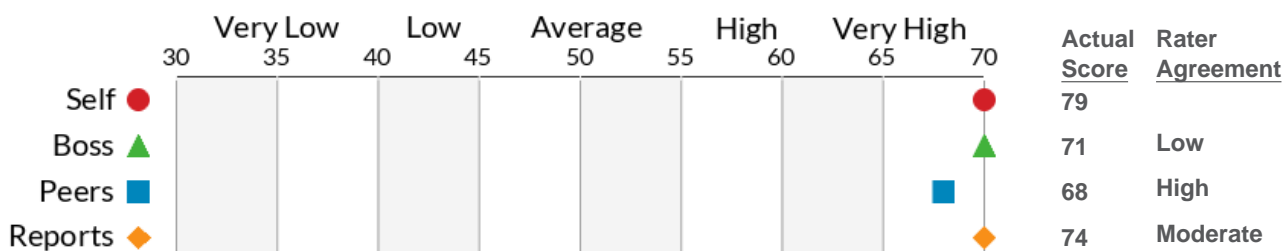
Winning at All Costs (WI)

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



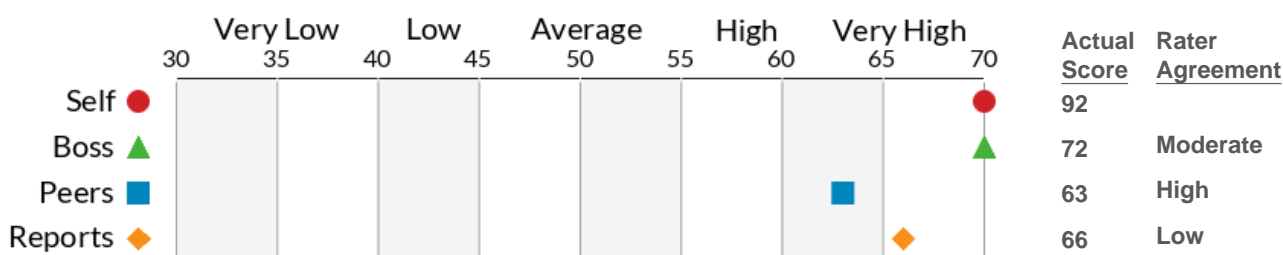
Displaying Anger (DA)

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



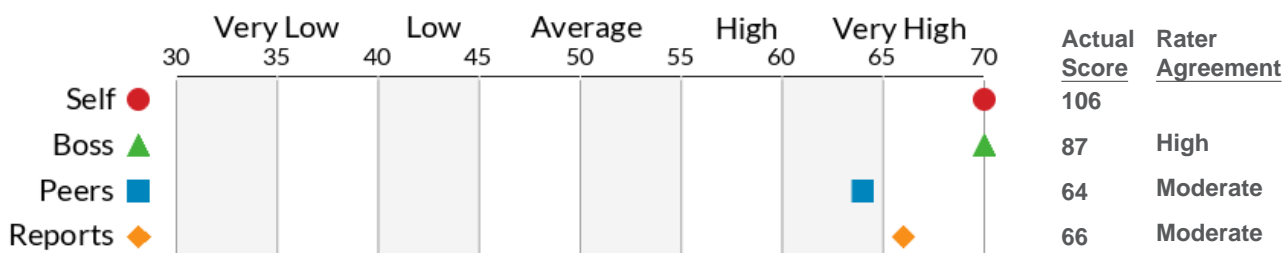
Demeaning Others (DO)

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



Retaliating (RE)

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

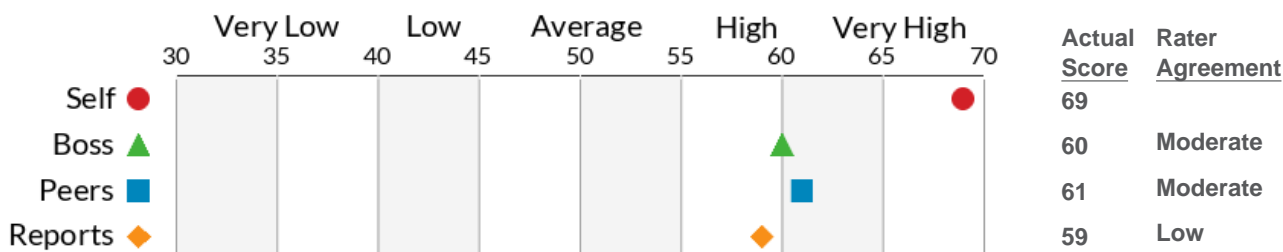


Passive-Destructive Responses

(Lower numbers are more desirable)

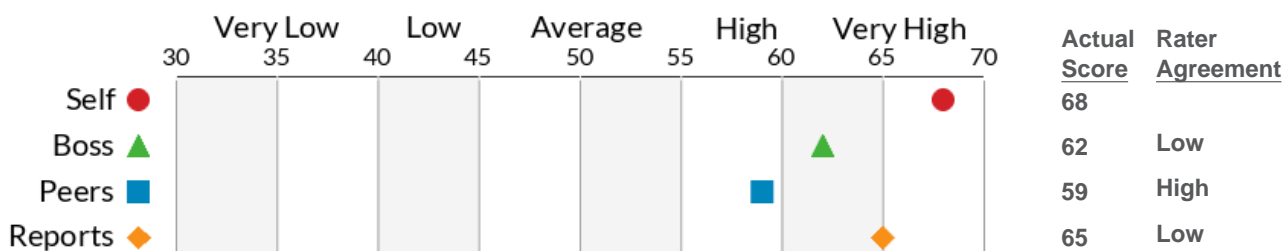
Avoiding (AV)

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



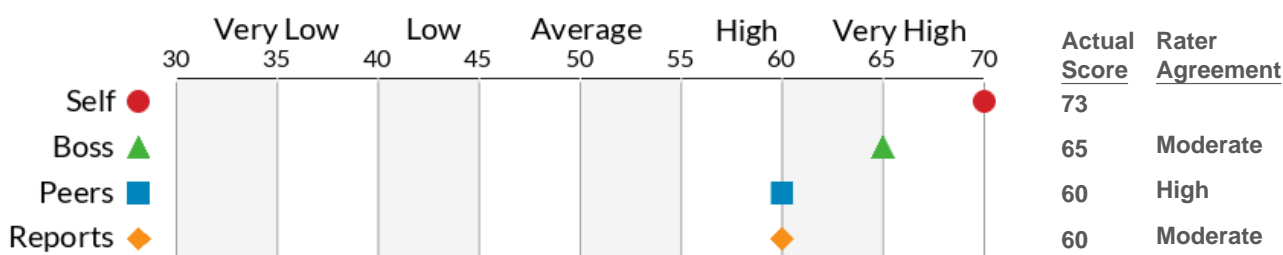
Yielding (YL)

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



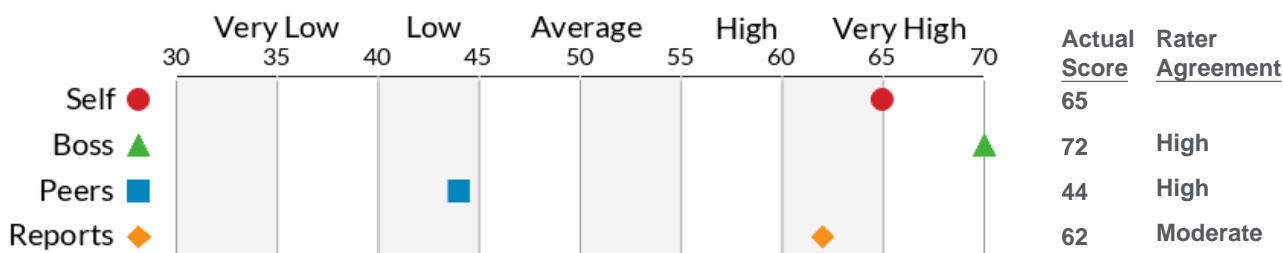
Hiding Emotions (HE)

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



Self-Criticizing (SC)

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



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, peers and 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.

The following bulleted items are computer-generated statements describing your scores on selected behavioral scales on pages 7-12. They are NOT the exact words of your boss, peers or reports.

Boss Feedback

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

- > is usually insensitive to the other person's point of view, and does not try to understand the other's position.
- > does not work with the other person to create solutions or generate new ideas.
- > does not show much adaptability or willingness to make the best of the situation.
- > displays anger, raises your voice and/or uses harsh, angry words.
- > demeans the other person with laughter, sarcasm and ridicule.
- > retaliates, actively engaging in actions which result in obstruction or revenge.
- > acts distant and aloof, ignoring the other person and avoiding his/her physical presence.
- > readily gives in to the other person to avoid further conflict.
- > feels upset but hides your true emotions.
- > criticizes yourself afterwards for not handling the conflict more effectively.

Peer Feedback

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

- > does not work with the other person to create solutions or generate new ideas.
- > reacts impulsively rather than thinking carefully and weighing the pros and cons.
- > responds immediately to provocation rather than letting things calm down.
- > does not show much adaptability or willingness to make the best of the situation.
- > displays anger, raises your voice and/or uses harsh, angry words.
- > demeans the other person with laughter, sarcasm and ridicule.
- > retaliates, actively engaging in actions which result in obstruction or revenge.
- > acts distant and aloof, ignoring the other person and avoiding his/her physical presence.
- > feels upset but hides your true emotions.

Direct Report Feedback

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

- > does not communicate honestly or openly with the other person about how you feel.
- > reacts impulsively rather than thinking carefully and weighing the pros and cons.
- > displays anger, raises your voice and/or uses harsh, angry words.
- > demeans the other person with laughter, sarcasm and ridicule.
- > retaliates, actively engaging in actions which result in obstruction or revenge.
- > readily gives in to the other person to avoid further conflict.
- > feels upset but hides your true emotions.
- > criticizes yourself afterwards for not handling the conflict more effectively.

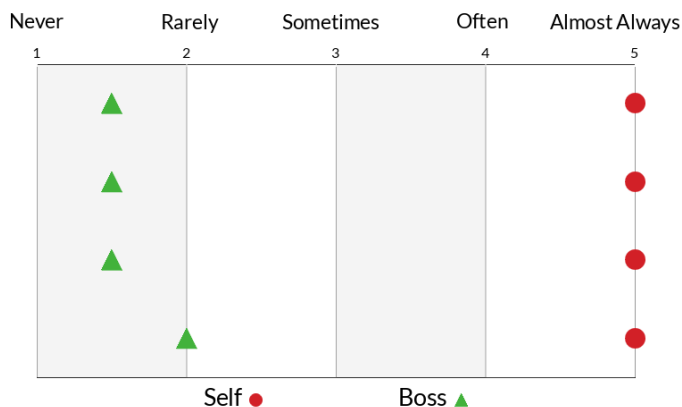
Discrepancy Profile

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 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

- Act distant and aloof toward that person (AV)
- Ask the other person questions to help figure out a solution (CS)
- Try as hard as I can to prevail (WI)
- Reflect on the best way to proceed (RT)

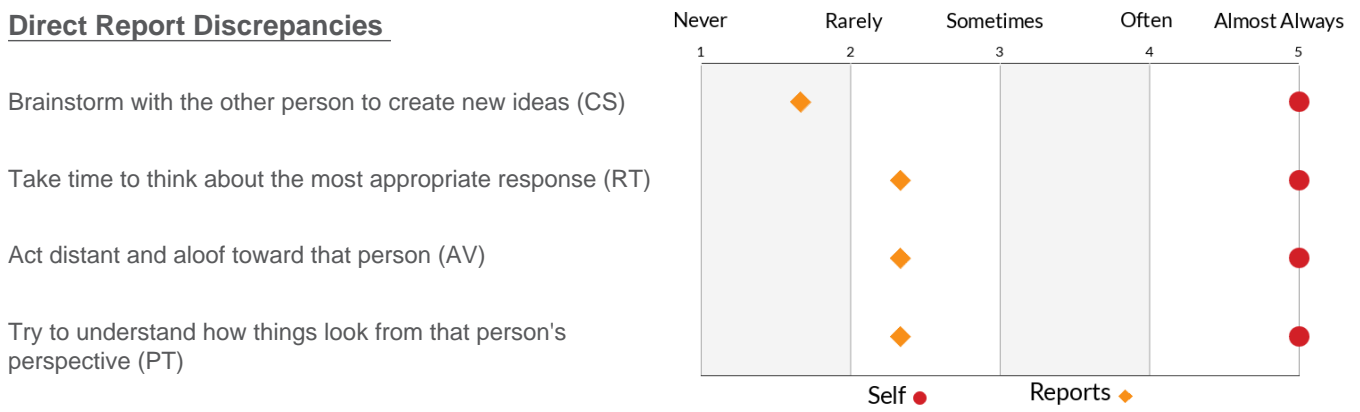


Peer Discrepancies

- Brainstorm with the other person to create new ideas (CS)
- Take time to think about the most appropriate response (RT)
- Later think of things I wish I'd said or done (SC)
- Reflect on the best way to proceed (RT)



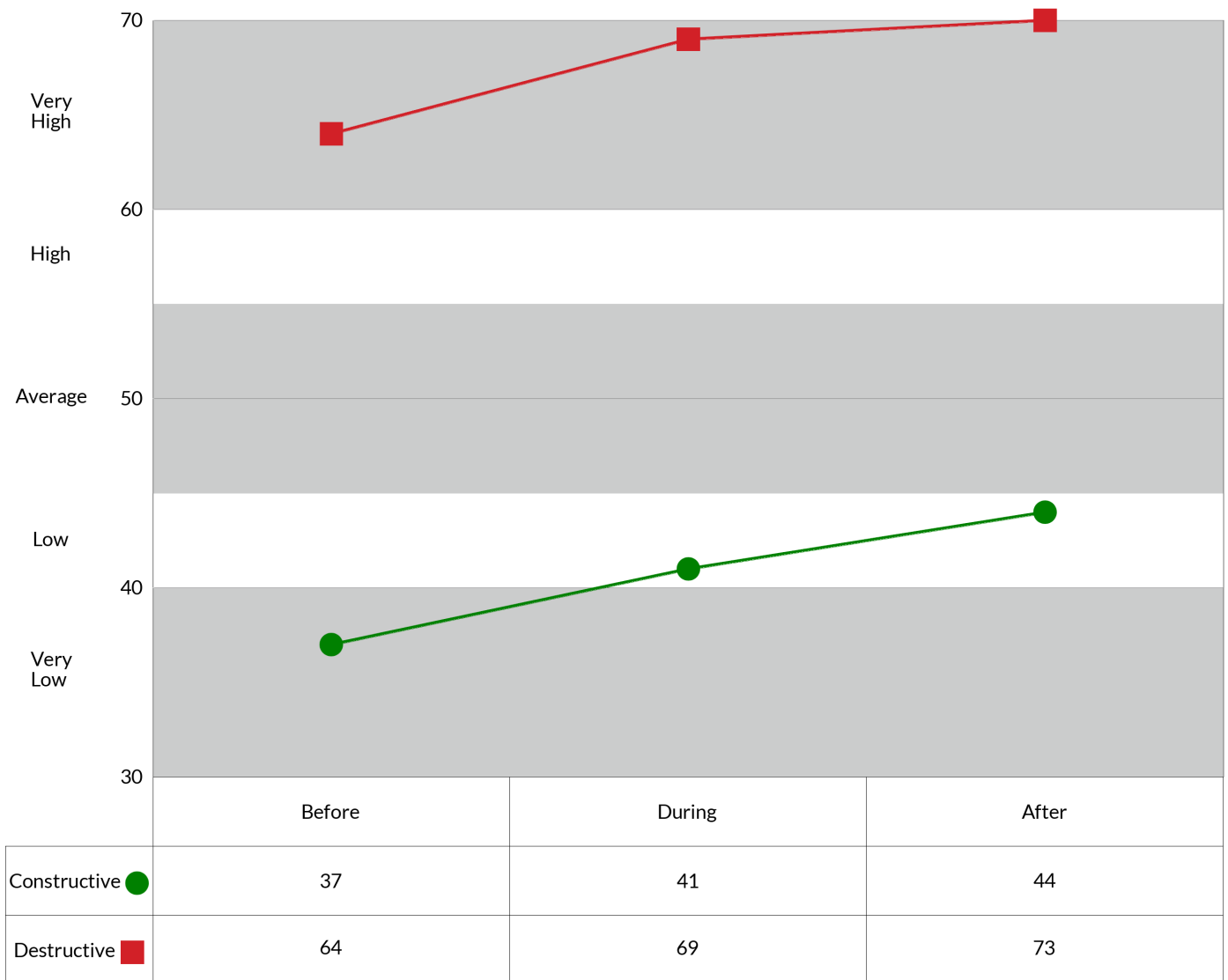
Direct Report Discrepancies



Dynamic Conflict Sequence: Combined Ratings

Behavior changes as conflict progresses. It can, therefore, be useful to gain insight into how you react throughout the entire conflict sequence. As a part of the Conflict Dynamics Profile, 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 below and the table on the following page describe your and others' impressions of your behavior, both constructive and destructive, at each of these three stages. The data on the graph represent the combined ratings of your boss, peers and direct reports and provide a description of the dynamics of your behavior as conflict unfolds.

(Combined ratings by Boss, Peer and Direct Reports)



Dynamic Conflict Sequence: Specific Ratings

Some people are most constructive as a conflict is just beginning, while others may be most effective after a conflict has ended. Especially important is how your actions over the course of the conflict are viewed by others and the discrepancy between your impressions of your behavior and theirs. The table below specifies the ratings given by your boss, peers and direct reports as well as your own ratings.

Raters' Views of Constructive & Destructive Behaviors Over Time

	Conflict Begins	Conflict	After Conflict
Self	[59] Constructive [86] Destructive	[64] Constructive [100] Destructive	[55] Constructive [85] Destructive
Boss	[45] Constructive [73] Destructive	[38] Constructive [76] Destructive	[46] Constructive [81] Destructive
Peers	[29] Constructive [53] Destructive	[42] Constructive [64] Destructive	[41] Constructive [70] Destructive
Direct Reports	[39] Constructive [69] Destructive	[41] Constructive [68] Destructive	[47] Constructive [70] Destructive

Greater than 60 = Very High; 56-60 = High; 45-55 = Average; 40-44 = Low; Less than 40 = Very Low

As you study the Dynamic Conflict Sequence graph and table, 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, in what specific behaviors are you likely to engage?

Organizational Perspective on Conflict

You, your boss, peers and direct reports were asked to indicate which responses to conflict could be most detrimental to a person's career in your organization. The table below displays the behaviors each of you believes are those which, in your organization, could have either a severe (S) or moderate (M) negative impact on one's career. Shaded cells indicate that your particular rater group has assigned you an unfavorable rating to that specific response to conflict, either low or very low responses to constructive responses or high or very high ratings for destructive responses. For example, if a shaded DA cell in the Boss column contains an S, it indicates that the person being evaluated responds to conflict by displaying anger and, in the boss' opinion, this could have severe negative career repercussions.

You should pay special attention to: 1) those behaviors identified by your boss as severely or moderately impacting one's career; 2) those behaviors identified by at least three groups as severely or moderately impacting one's career; and 3) those shaded cells in which an M or S appears.

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 (PT)	M	S	M	S
Failing to work with the other person to create solutions (CS)	M			M
Failing to communicate honestly with the other person by expressing thoughts and feelings (EE)	S		M	M
Ignoring opportunities to reach out to the other person and repair things (RO)	S	S	M	M
Reacting impulsively rather than analyzing the situation and thinking about the best response (RT)	M		M	M
Responding immediately to conflict rather than letting emotions settle down (DR)	S	S	M	M
Failing to adapt and be flexible during conflict situations (AD)	S	M	M	M
Arguing vigorously for one's own position, trying to win at all costs (WI)	M			M
Expressing anger, raising one's voice, using harsh, angry words (DA)	M	S	M	S
Laughing at the other person, ridiculing the other, using sarcasm (DO)	S			S
Obstructing or retaliating against the other, trying to get revenge later (RE)	S	M	S	M
Avoiding or ignoring the other person, acting distant and aloof (AV)	M	M	S	S
Giving in to the other person in order to avoid further conflict (YL)	M	S		M
Concealing one's true emotions even though feeling upset (HE)	S	S		
Replaying the incident over in one's mind, criticizing oneself for not handling it better (SC)	S	M	M	S

* 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

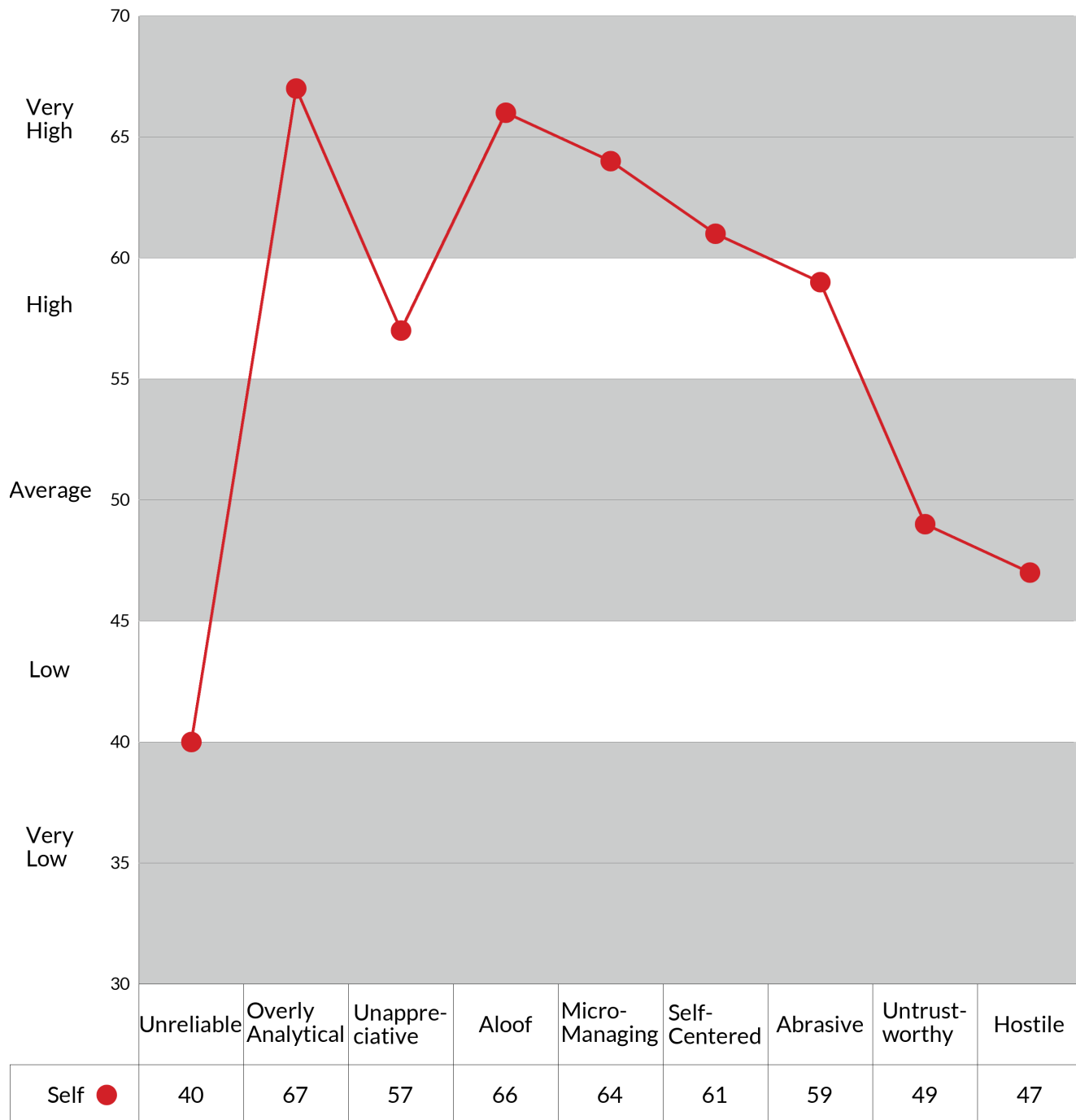
This portion of the Conflict Dynamics Profile Feedback Report is a bit different from the others. Instead of indicating how you typically respond to conflict situations, this section provides insight into the kinds of people and situations which are likely to upset you and potentially cause conflict to occur—in short, your hot buttons.

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.

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

Hot Buttons

(Higher numbers indicate greater frustration or irritation in response to this kind of behavior.)



Developmental Feedback

Your boss, peers and direct reports were given the opportunity to respond directly to two questions regarding your own conflict-related behavior. These responses are reproduced verbatim below.

Based on your experience, what behaviors of this person are most likely to lead to conflict with others - that is, what actions does the person engage in which lead to conflicts?

Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1....

Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2....

Peers Peer 1 Peer 1 Peer 1 Peer 1 Peer 1 Peer 1 Peer 1 Peer 1 Peer 1 Peer 1 Peer 2 Peer 2 Peer 2 Peer 2 Peer 2 Peer 2 Peer 2 Peer 2 Peer 2.... Peer 3 Peer 3 Peer 3 Peer 3 Peer 3 Peer 3 Peer 3 Peer 3 Peer 3....

Direct Reports Direct report 1 Direct report 1 Direct report 1 Direct report 1 Direct report 1 Direct report 1 Direct report 1.... Direct report 2 Direct report 2 Direct report 2 Direct report 2 Direct report 2 Direct report 2 Direct report 2.... Direct report 3 Direct report 3 Direct report 3 Direct report 3 Direct report 3 Direct report 3 Direct report 3....

Based on your experience, how could this person handle conflict more effectively?

Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1 Boss 1....

Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2 Boss 2....

Peers Peer 1 Peer 1 Peer 1 Peer 1 Peer 1 Peer 1 Peer 1 Peer 1 Peer 1 Peer 1 Peer 2 Peer 2 Peer 2 Peer 2 Peer 2 Peer 2 Peer 2 Peer 2 Peer 2.... Peer 3 Peer 3 Peer 3 Peer 3 Peer 3 Peer 3 Peer 3 Peer 3 Peer 3....

Direct Reports Direct report 1 Direct report 1 Direct report 1 Direct report 1 Direct report 1 Direct report 1 Direct report 1.... Direct report 2 Direct report 2 Direct report 2 Direct report 2 Direct report 2 Direct report 2 Direct report 2.... Direct report 3 Direct report 3 Direct report 3 Direct report 3 Direct report 3 Direct report 3 Direct report 3....

CDP Developmental Worksheet: Responses to Conflict

Self

Boss

Peers

Direct Reports

Active-Constructive Responses

	Actual Score	Area of Strength	Development Opportunity	Actual Score	Area of Strength	Development Opportunity	Actual Score	Area of Strength	Development Opportunity	Actual Score	Area of Strength	Development Opportunity
		>55	<45		>55	<45		>55	<45		>55	<45
Perspective Taking (PT)	51			37			48			42		
Creating Solutions (CS)	68			33			35			41		
Expressing Emotions (EE)	53			51			47			38		
Reaching Out (RO)	52			46			42			49		

Passive-Constructive Responses

Reflective Thinking (RT)	61			46			29			33		
Delay Responding (DR)	64			57			37			56		
Adapting (AD)	56			39			39			48		

Active-Destructive Responses

Winning at All Costs (WI)	70			54			45			54		
Displaying Anger (DA)	79			71			68			74		
Demeaning Others (DO)	92			72			63			66		
Retaliating (RE)	106			87			64			66		

Passive-Destructive Responses

Avoiding (AV)	69			60			61			59		
Yielding (YL)	68			62			59			65		
Hiding Emotions (HE)	73			65			60			60		
Self-Criticizing (SC)	65			72			44			62		

Highest Priority to Develop:

1				1			1			1		
2				2			2			2		
3				3			3			3		

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.

	Your Score	Importance of Cooling
Unreliable	40	
Overly Analytical	67	
Unappreciative	57	
Aloof	66	
Micro-Managing	64	
Self-Centered	61	
Abrasive	59	
Untrustworthy	49	
Hostile	47	