



CONFLICT DYNAMICS PROFILE® CERTIFICATION

A 360-degree assessment tool
to improve conflict
management skills

CONFLICT DYNAMICS PROFILE®

The Conflict Dynamics Profile (CDP) is the result of extensive studies on the management of conflict in organizations. The CDP is a multi-rater instrument designed to help individuals understand how they manage and cope with conflict and how their actions are interpreted by others. Unlike most conflict instruments on the market, which examine styles, CDP focuses exclusively on behaviors people typically display when faced with conflict. CDP has been normed against a variety of organizations and can be used for professionals at all levels. To learn more, go to www.conflictdynamics.org.

CERTIFICATION WORKSHOP

This workshop provides an opportunity for professionals to become certified in the use of the Conflict Dynamics Profile®. The CDP Feedback Report is user friendly, and the feedback is powerful. Since the role of the facilitator is important to the value of the feedback, the Center for Conflict Dynamics requires that the instrument be administered only by certified professionals.

Special Features

Each participant has the opportunity to take the Conflict Dynamics Profile and receive an individual feedback report. As part of the certification process, each participant receives:

- Technical Manual with Interpretive Considerations and Administrative Guide
- CD-ROM containing PowerPoint presentations (to produce color overhead slides)
- Three sample Feedback Reports
- The Development Guide, *Managing Conflict Dynamics: A Practical Approach*.
- Marketing presentation
- Video—"How to Prepare Feedback"
- Video-Demonstration of an actual one-on-one feedback session

The Conflict Dynamics Profile® was developed at the Leadership Development Institute at Eckerd College, which is a network associate of the Center for Creative Leadership. CCL in Greensboro, NC has adopted the CDP for use in its renowned Foundations of Leadership Program. According to CCL, "effective conflict resolution skills have become critical for today's leaders."

To be certified, individuals must have:

- Bachelor's Degree
- Organizational experience in training, human resources, organizational development or conflict management
- Previous involvement with assessment instruments

Through certification, individuals will:

- Gain an understanding of the Conflict Dynamics Profile history, research, and key principles
- Learn how to read and analyze feedback report data
- Develop an ability to facilitate a feedback session using the CDP
- Learn practical applications of the CDP and how to assist others with the developmental planning
- Be eligible to purchase the Conflict Dynamics Profile®

PRESENTER:

Susan Gunn, CDP Master Trainer
Working Dynamics, Richmond, VA

DATE AND TIME:

Thursday, November 12, 2009
9 am - 3 pm (pre-session reading required)

WHERE:

TBA, Richmond, VA

REGISTRATION:

Call (804) 353-9527
or email info@workdyn.com

Susan Gunn

President
Working Dynamics

Susan is an experienced mediator of workplace and EEO disputes, trainer, and consultant to organizations on conflict management. Susan has a master's degree in Adult Education from Virginia Commonwealth University, a Certificate in Workplace Mediation and Conflict Resolution, and is a CDP Master Trainer and Advisory Board member for the Center for Conflict Dynamics at Eckerd College, developers of the CDP. Susan uses the CDP 360 and CDP-I as a consultant to organizations and provides CDP certification programs for internal and external consultants for use in their work.

As a psychometrically sound instrument, the CDP shows solid evidence of reliability and validity and has been normed against a variety of organizations. Easily completed in 20-25 minutes, the CDP comes with a thorough Development Guide offering practical tips and strategies for strengthening conflict management skills.

Working Dynamics 