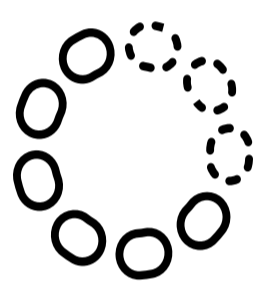


Using Conflict Styles Wisely

Thomas-Kilmann Conflict Mode Instrument



CONFLICT STYLES



AVOIDING

USE WHEN: it isn't important to you, not worth it to engage
 DON'T USE WHEN: the conflict continues, no one's needs are being met



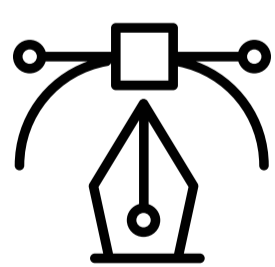
COLLABORATING

USE WHEN: it's a long term relationship, you have time to commit to process, you need buy-in
 DON'T USE WHEN: time is short, leadership is more important



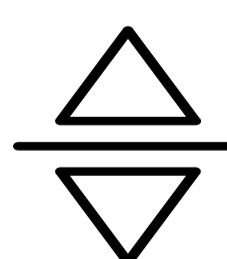
COMPETING

USE WHEN: it's an emergency, you are being taken advantage of, you really want to win
 DON'T USE WHEN: the relationship is more important than you winning



COMPROMISING

USE WHEN: you don't have the time or energy, need for fast solution, relationship can handle this
 DON'T USE WHEN: the relationship and buy-in/consensus is more important

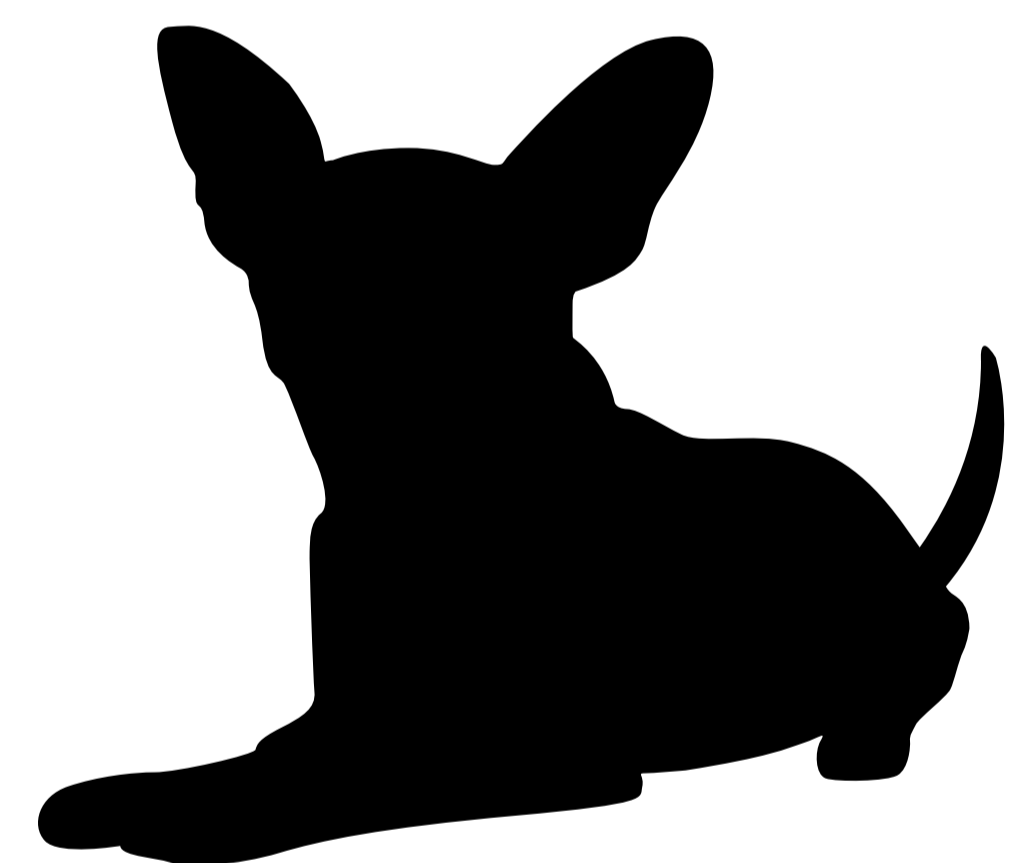


ACCOMMODATING

USE WHEN: it's not that important to you, there is a large gap in power
 DON'T USE WHEN: you might harbor resentment, collaboration is needed

REMEMBER:

There is no right or wrong style and most people have one or two preferred styles. The idea is to use all of the styles regularly, based on your goals and needs.



WHEN TO USE EACH STYLE

- Has this happened before?
- Is there a difference in power?
- Is there a possibility you are wrong?
- What have you already tried?
- How important is the issue to you?
- How much time do you have?
- Is there a relationship?

