CONFLICT RESOLUTION STYLE

A CONFLICT COMPASS

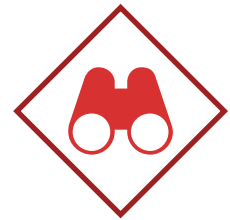| ACCOMMODATING STYLE	COMPETING STYLE	COMPROMISING STYLE	COLLABORATING STYLE	AVOIDING STYLE

Understanding your natural conflict resolution style is crucial in both personal and professional settings. It empowers you to navigate disputes effectively, ensuring outcomes that are beneficial for all parties involved. Recognizing your instinctive approach to conflict enables you to adapt and employ strategies that might lead to more constructive resolutions, fostering better relationships and promoting a collaborative environment.

Learn more about the Thomas Kilmann Instrument (TKI) at:
Kilmanndiagnostics.com

MY MENTORED LEARNING

Workplace conflict is inevitable and can lead to positive outcomes such as better problem-solving, innovation, motivation, understanding of others, and team performance.

The Thomas-Kilmann Model categorizes conflict management styles into five approaches: collaborating, competing, compromising, accommodating, and avoiding.
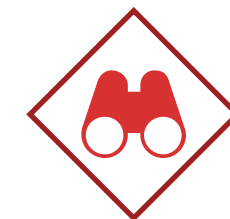
Each conflict management style has its own advantages and drawbacks, and no single style is superior to the others.

HI

COMPETING

COLLABORATING

COMPROMISING

Assertiveness

AVOIDING

ACCOMODATING

LOW

HI

Cooperativeness
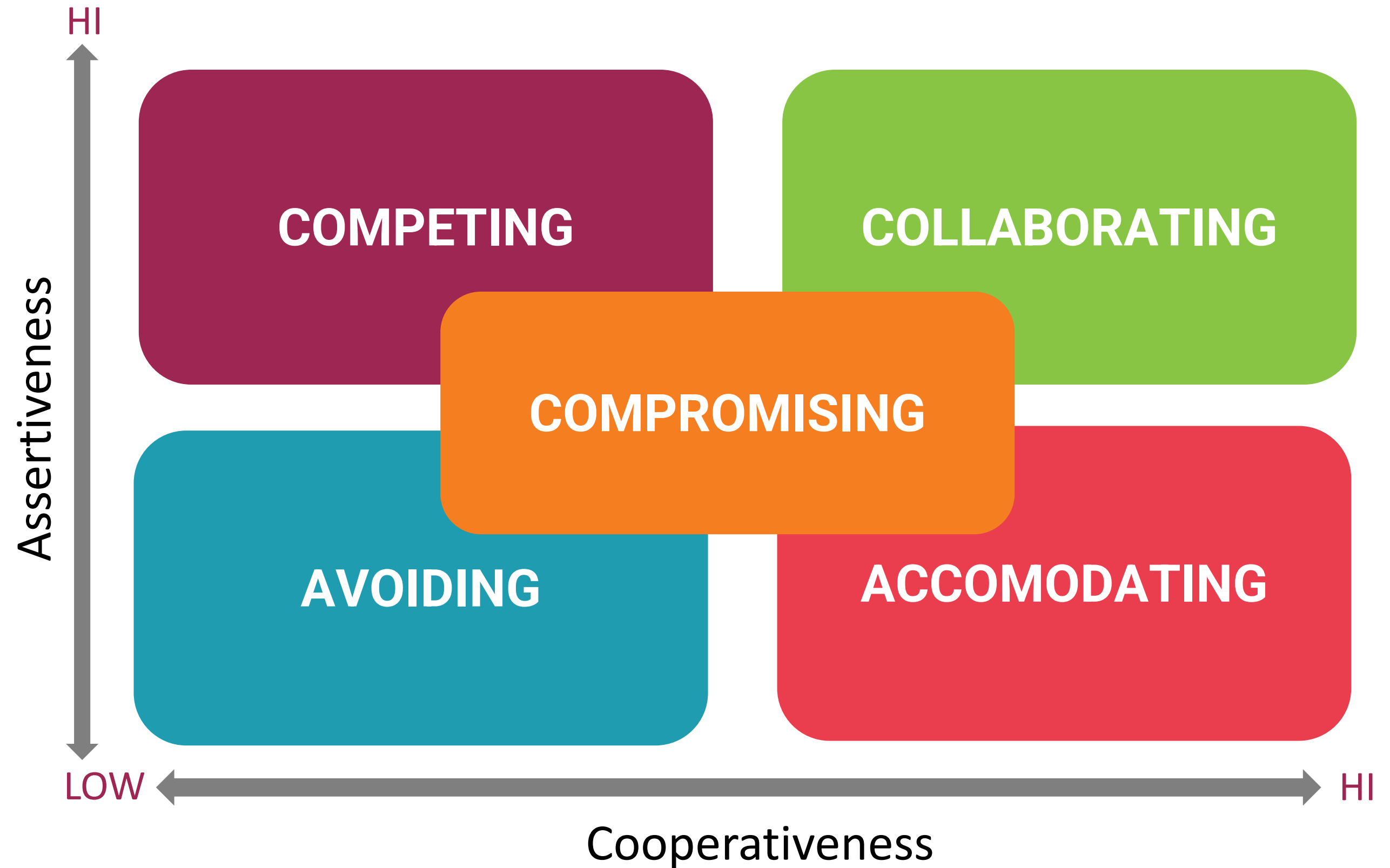
How to use this Self-discovery Identification Resource (SDIR)

Carefully read the statements in each resolution style found on the following pages.
Reflect on how often these statements apply to you in your daily interactions.
There's no scoring system; simply assess which styles statements resonate most with your typical behaviors and feelings when going through conflict.
After reviewing all styles, determine which one best represents your current approach to conflict resolution

COMPETING STYLE

The competing conflict resolution style is characterized by high assertiveness and low cooperation. It can be effective for making quick decisions and ensuring important outcomes, especially in situations where safety, authority, or immediate action is necessary. However, it can also lead to strained relationships and hinder communication. It's conflict orientation is Win/Lose.

- I prioritize winning in conflicts, even if it means others lose.
- I often take a firm stand on issues without yielding to opposition.
- I believe in asserting my viewpoints, regardless of others' opinions.
- I see conflict as a battle to be won.
- I seldom back down in disagreements, even if it causes tension.
- I value decisiveness and quick resolutions over consensus.
- I rarely compromise, believing my solution is the best.
- I focus on achieving my goals, even if it means ignoring others' needs.
- I am more concerned with outcomes than preserving relationships.
- I use pressure or assertiveness to influence outcomes in my favor.
- These statements, derived from analyzing the Competing style's characteristics—high assertiveness and low cooperativeness—help individuals recognize if this is their go-to style in conflict situations.

MY MENTORED LEARNING
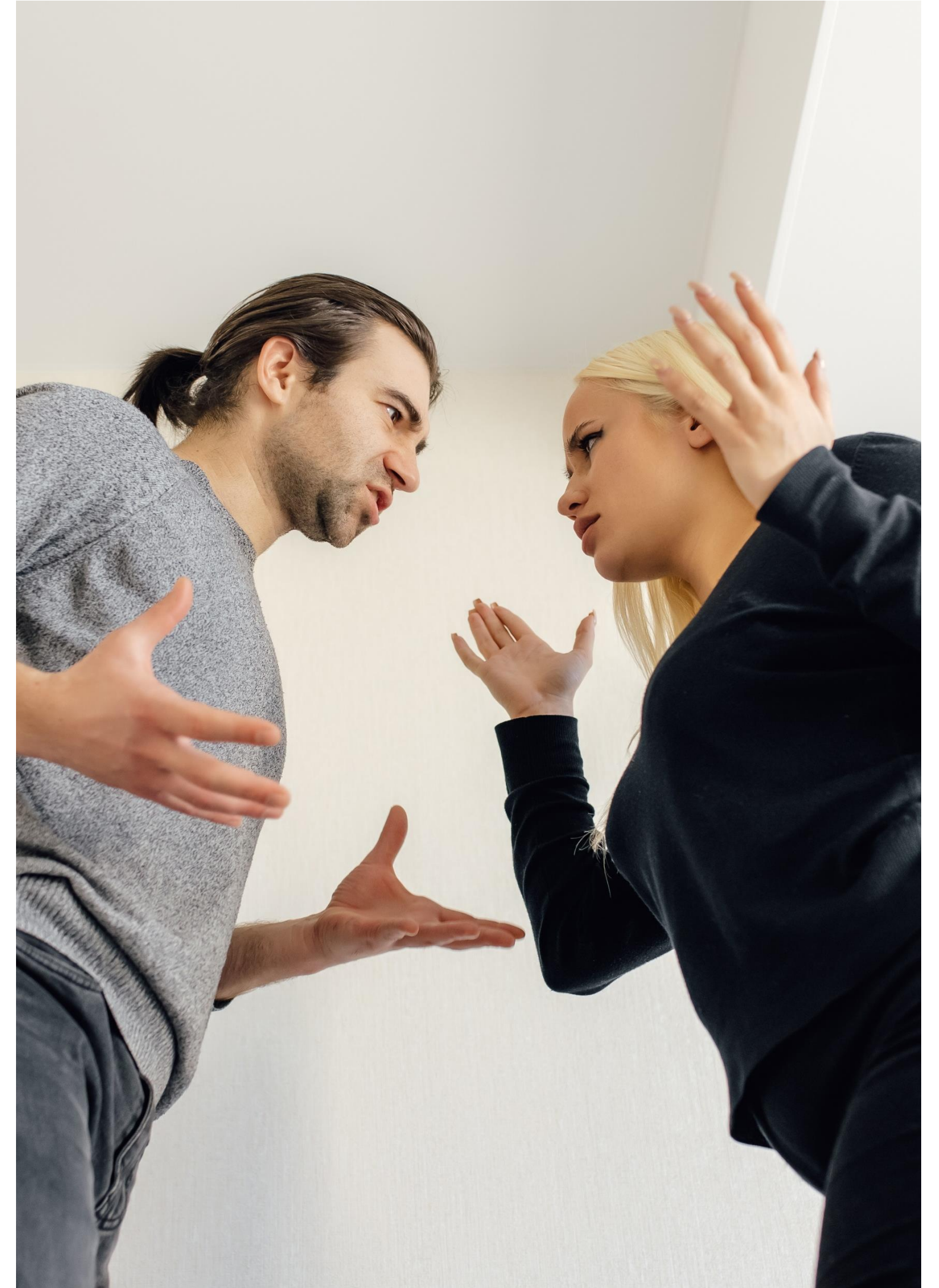
ACCOMODATING STYLE

The accommodating style is characterized by high cooperativeness and low assertiveness, aiming to maintain harmony by putting others' needs first. It aims to preserve relationships by smoothing over conflicts, focusing on harmony, peace, and eliminating arguments. It's conflict orientation is Lose/Win.

- I often prioritize others' needs and desires over my own in conflicts.
- I prefer to keep the peace rather than assert my own opinions.
- I tend to give in easily during disagreements to avoid tension.
- I value harmony and relationships more than winning an argument.
- I am willing to sacrifice my own interests for the sake of others.
- I see yielding as a way to maintain positive relationships.
- I often agree with others even if I have a different opinion.
- I believe that accommodating others' needs can prevent further conflicts.
- I feel uncomfortable with prolonged disputes and seek quick resolutions.
- I adopt a passive approach in conflicts to avoid confrontation.
- These statements reflect an accommodating style's characteristics of high cooperativeness and low assertiveness, aiming to maintain harmony by putting others' needs first.

COMPROMISING STYLE

The compromising style reflects a balanced approach to conflict resolution, characterized by a willingness to adjust one's own expectations to accommodate the needs of others, aiming for a solution that, while not ideal for either party, is mutually acceptable and maintains the relationship. It's conflict orientation is Lose/Win. It's conflict orientation is Some Win/Some Lose.

- I seek a middle ground to partially satisfy both parties.
- I am willing to give up some of my goals to reach an agreement.
- I believe in making concessions to achieve outcomes that are acceptable to all.
- I aim for solutions that offer mutual benefit, even if they are not perfect.
- I prioritize maintaining relationships over winning the conflict.
- I use negotiation and trade-offs to resolve disputes.
- I consider compromise essential for resolving conflicts efficiently.
- I am flexible in my approach to finding solutions that work for everyone.
- I value fairness and equality in the outcomes of conflicts.
- I view compromise as a pragmatic and often necessary strategy.

MY MENTORED LEARNING

COLLABORATING STYLE

The collaborating style emphasize a high degree of assertiveness and cooperativeness, characteristic of the Collaborating style, focusing on win-win solutions through open dialogue, collective problem-solving, and ensuring everyone feels valued. It's conflict orientation is Win/Win.

- I strive for solutions where everyone involved can benefit and feel satisfied.
- I am committed to thoroughly understanding all sides of an issue to find a mutually beneficial solution.
- I engage in discussions with the true intent of reaching a consensus that satisfies all parties.
- I value both the relationship and the outcome equally in conflict situations.
- I see conflicts as opportunities for improvement and collaboration.
- I am willing to invest time and effort to work through complex issues collaboratively.
- I prioritize open communication and team input to reach the best possible solution.
- I believe in aligning all parties' interests to ensure there are no residual negative emotions.
- I view successful conflict resolution as achieving a win-win outcome for everyone involved.
- I am flexible in my approach, merging insights and ideas from all parties to solve the conflict.

AVOIDING STYLE

The collaborating style, which is marked by low assertiveness and low cooperativeness avoids conflict by not pursuing to have opinions heard, actively trying to evade conversations, and hoping conflicts will go away on their own or delay its resolution. It's conflict orientation is Lose/Lose.

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MY MENTORED LEARNING

KEY CONSIDERATIONS

CONSIDER CONSEQUENCES
of different response styles. Reflect on the short-term and long-term impacts on yourself, others, and the situation at hand.

ASSESS INVESTMENT
By determining the level of importance of the issue and your relationship with the individuals involved. Ask yourself how invested you are in both the outcome and maintaining a positive relationship.

EVALUATE TIME AND ENERGY
Assess the resources you're willing to invest in resolving the conflict. Consider factors such as the urgency of the issue, your bandwidth, and the potential opportunity costs associated with different response styles. While some conflicts may warrant a more extensive and time-intensive approach, others may be resolved more efficiently through compromise
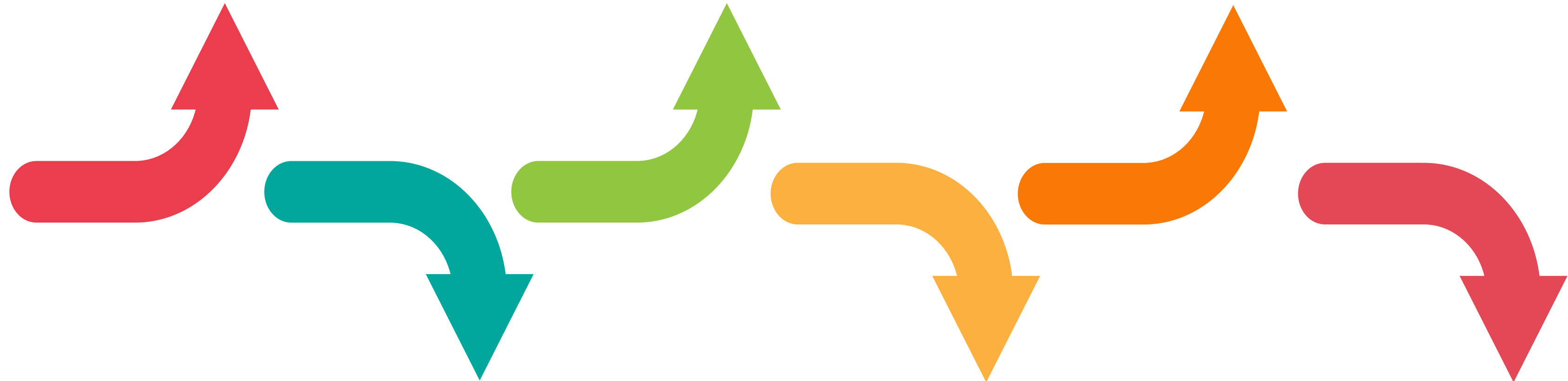
DEFINE YOUR SPACE
consider whether your intervention is necessary and appropriate, respecting the autonomy and agency of others.

CONSIDER BROADER IMPACT
Reflect on how your decision will impact not only the immediate conflict but also other aspects of your work, relationships, and organizational dynamics. Strive to make decisions that uphold integrity and foster positive outcomes beyond the conflict.

CHOOSE THE APPROPRIATE STYLE
Based on your evaluations, select the conflict resolution style that aligns best with the situation's needs and your desired outcomes. Adapt your approach accordingly to effectively address the conflict.

MY MENTORED LEARNING