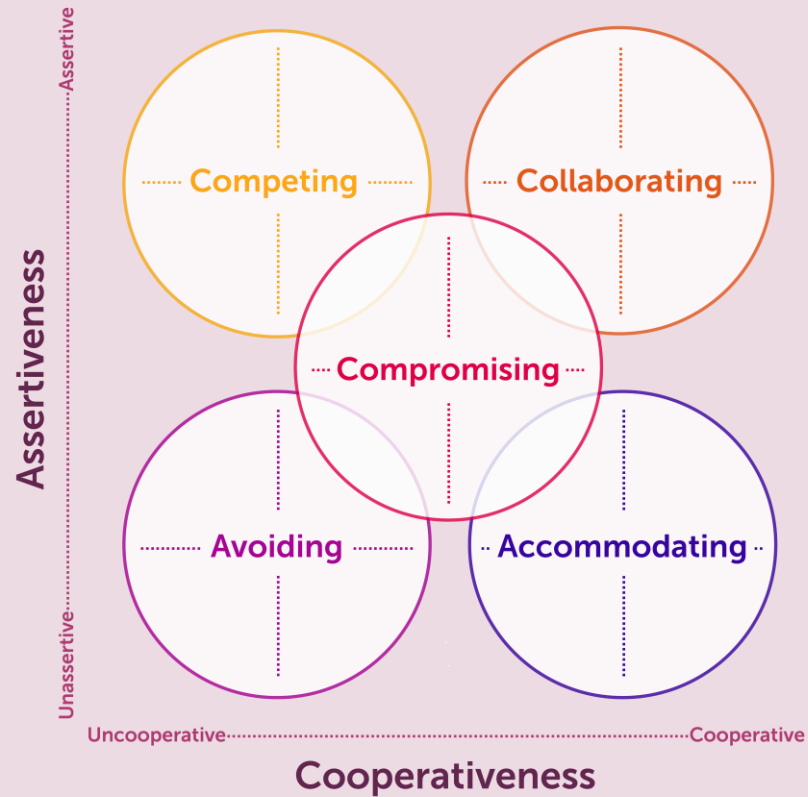


Thomas–Kilmann Conflict Mode Instrument

The Thomas–Kilmann Conflict Mode Instrument is a conflict style assessment, the tool was developed to measure an individual's response to conflict situations.

Contact us at:
helpme@makingbusinessmatter.co.uk
to find out more and how to take the assessment.

Which of the five conflict modes do use too much or too little?



Conflict Resolution Strategy: Competing

Competing is used by people who go into a conflict planning to win regardless. They are controlled and assertive, this method can be viewed by the assumption that one side wins and everyone else loses.

Conflict Resolution Strategy: Collaborating

Collaborating is the approach used when the person is both assertive and cooperative. When in groups they work to allow each person to make a contribution with the possibility of co-creating a joint solution that everyone can buy into.

Conflict Resolution Strategy: Compromising

Compromising is where participants are partially assertive and cooperative. The approach is that everyone gives up a little bit of what they want, and no one gets everything they want.

Conflict Resolution Strategy: Avoiding

Avoiding is when people ignore or pull back from the conflict. They choose this method when the discomfort and/or confrontation risk exceeds the potential reward of resolving the situation.

Conflict Resolution Strategy: Accommodating

Accommodating is a strategy where one side gives in to the requirements or demands of the other side. They're being cooperative but not overly assertive.



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