



EMPLOYEE
DEVELOPMENT

Conflict Management

Todd Cottrell



All men desire peace, but
very few desire those
things that make for peace.

Thomas à Kempis

quotefancy



Thomas-Kilmann Conflict Mode Instrument (TKI)

[Ralph Kilmann](#)

[Kenneth Thomas](#)

[Myers - Briggs](#)

The screenshot shows a LinkedIn post from Ralph Kilmann, co-author of the Thomas-Kilmann Conflict Mode Instrument (TKI). The post text reads: "After taking the TKI assessment, most people become aware they've been using, out of habit, one or more of the modes too much or too little." Below the text is a link to a document titled "Conflict & Consciousness" with a "Subscribe" button. The main image in the post is a coin with a vertical crease down the middle, symbolizing two sides. Below the image is the article title "Two Sides of a Coin - Using Each Conflict Mode Most Effectively" and a short excerpt: "I'm publishing this newsletter series to discuss the nuances of the four timeless topics for people a...". The post has 15 likes, 3 comments, and 1 repost.

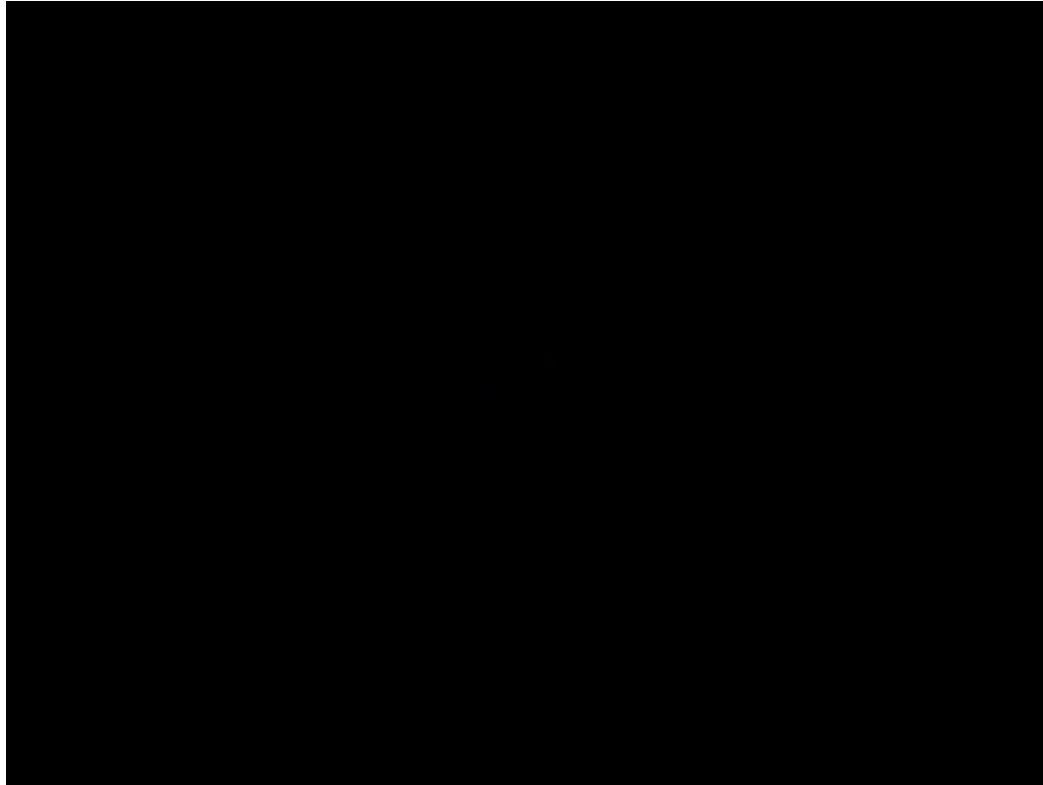
5 Conflict Strategies



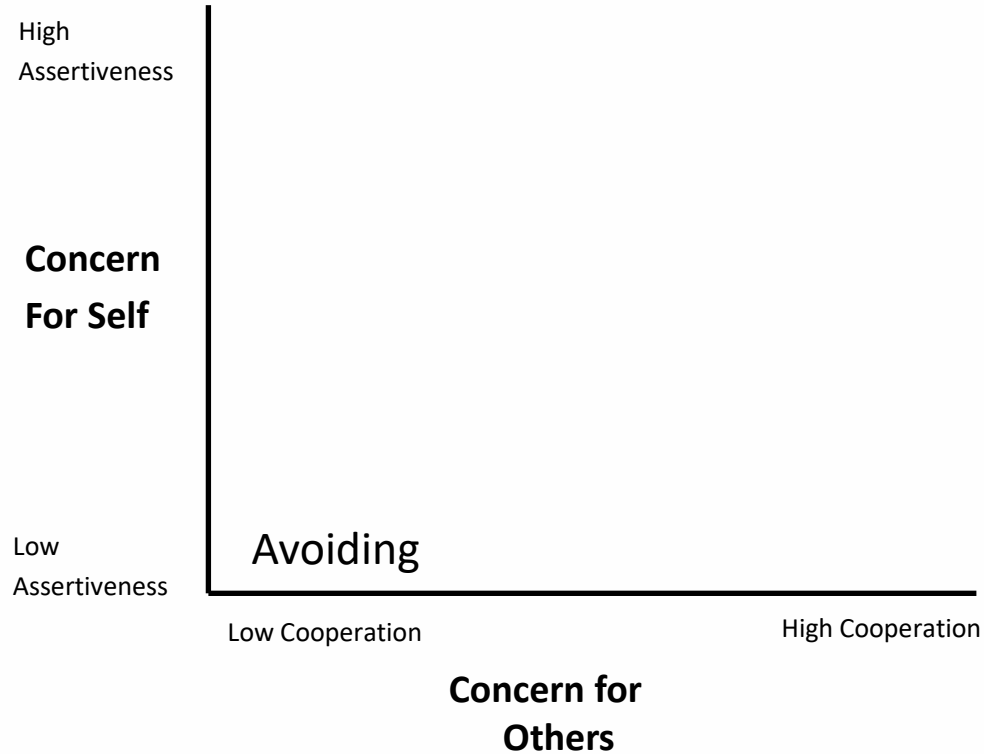
5 Conflict Strategies

- Avoiding: Staying away from or withdrawing from a conflict.

5 Conflict Strategies



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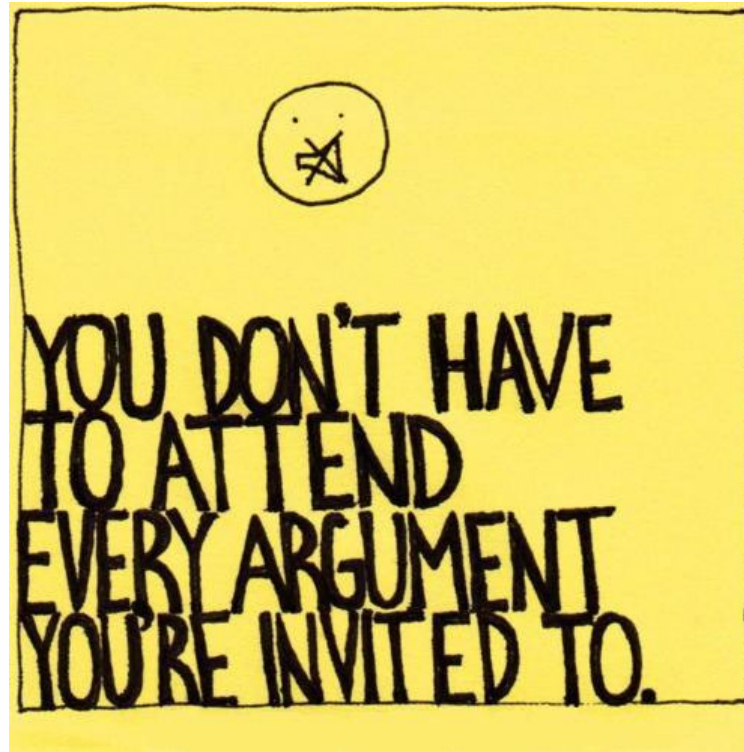




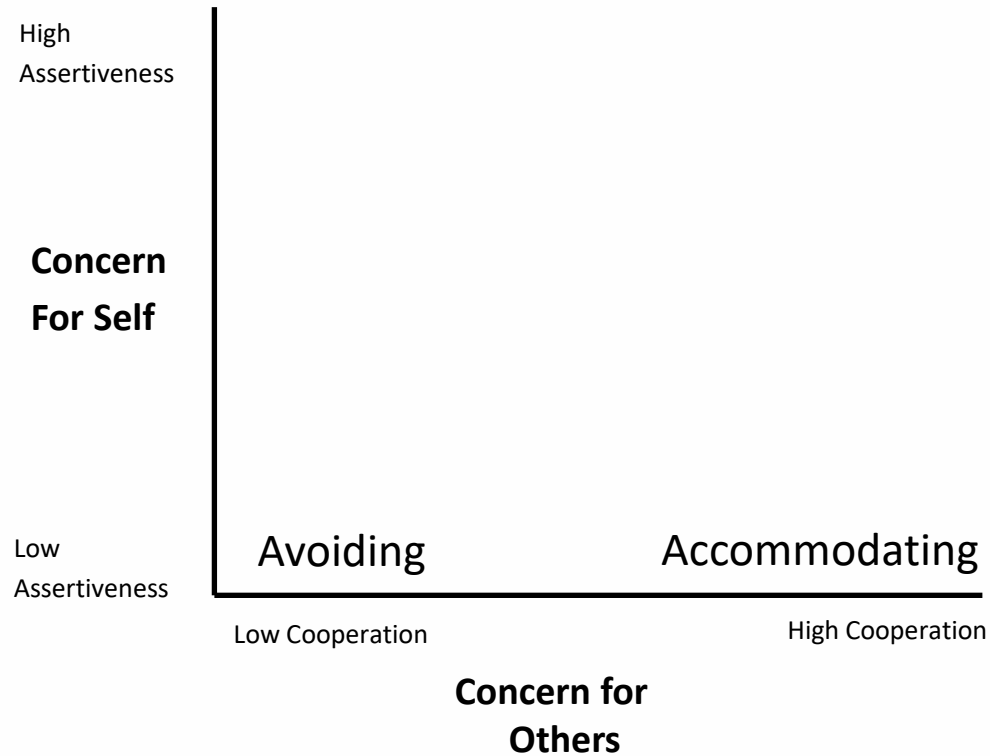
5 Conflict Strategies

- **Avoiding:** Staying away from or withdrawing from a conflict.
- **Accommodating:** Giving in to the other party and ignoring one's own goals.

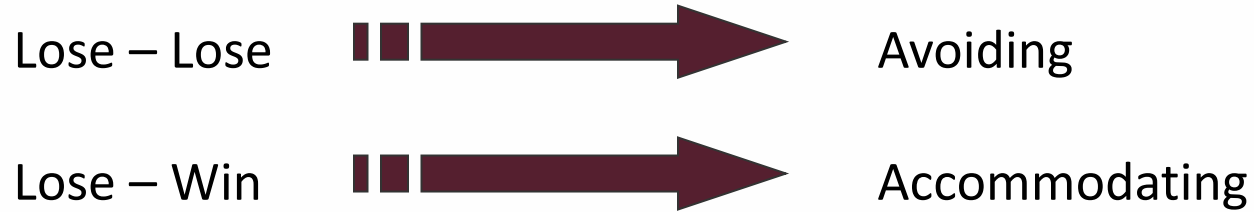
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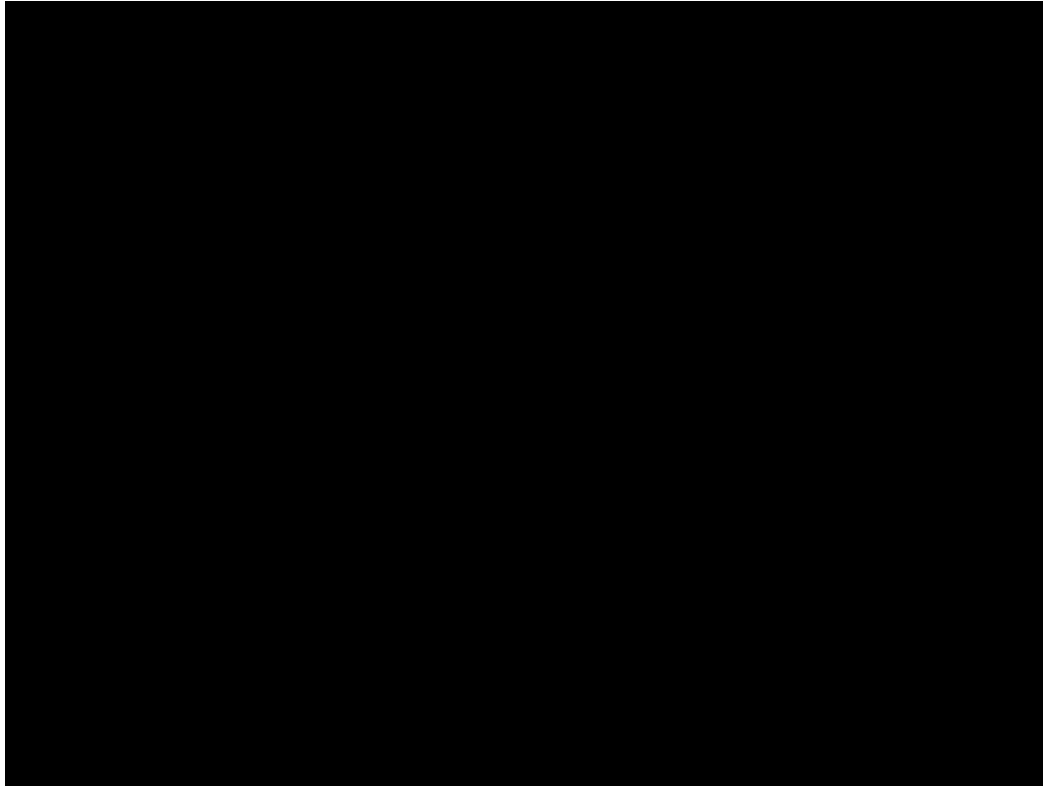




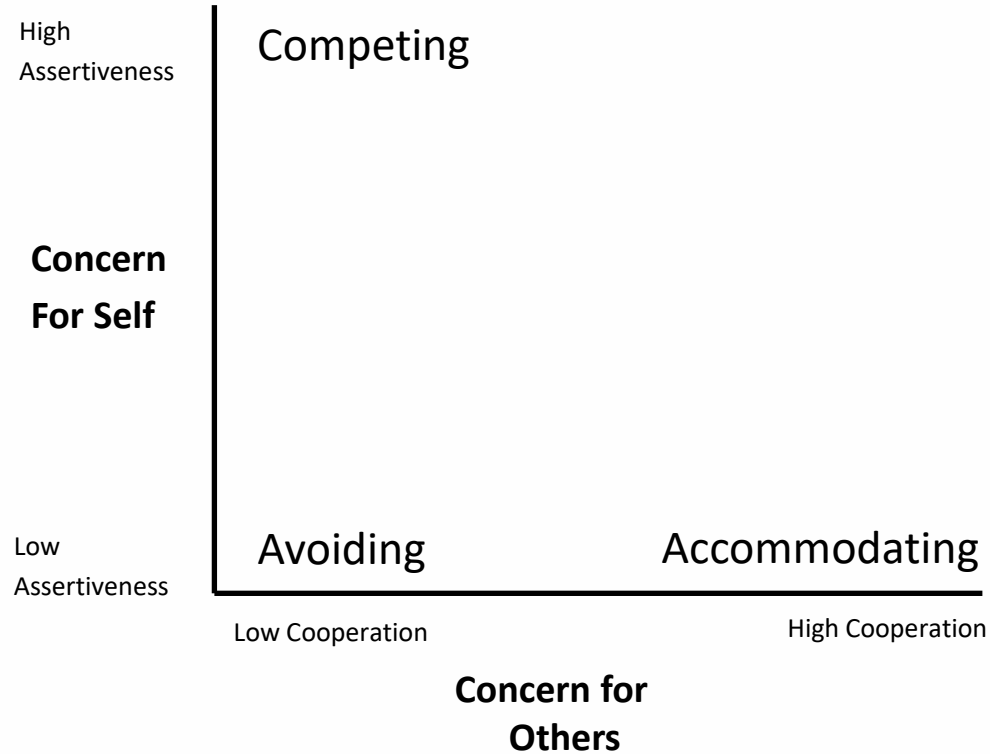
5 Conflict Strategies

- Avoiding: Staying away from or withdrawing from a conflict.
- Accommodating: Giving in to the other party and ignoring one's own goals.
- Competing: Forcing an issue to one's own way.

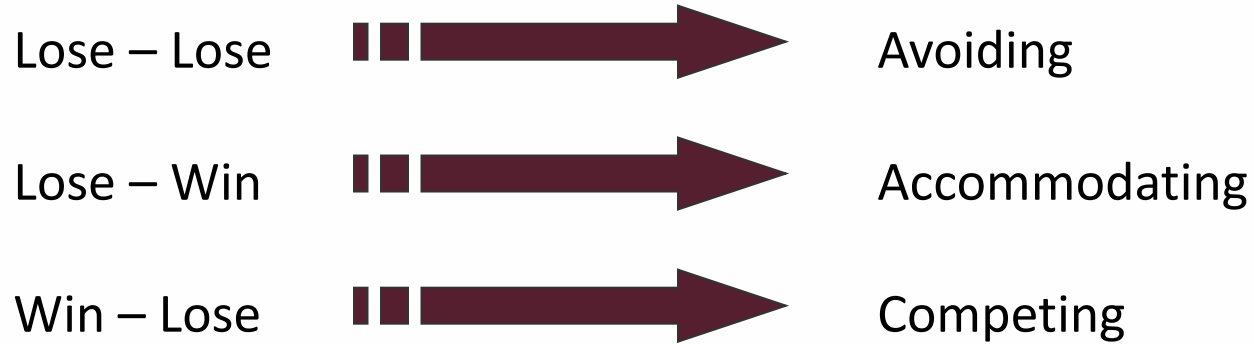
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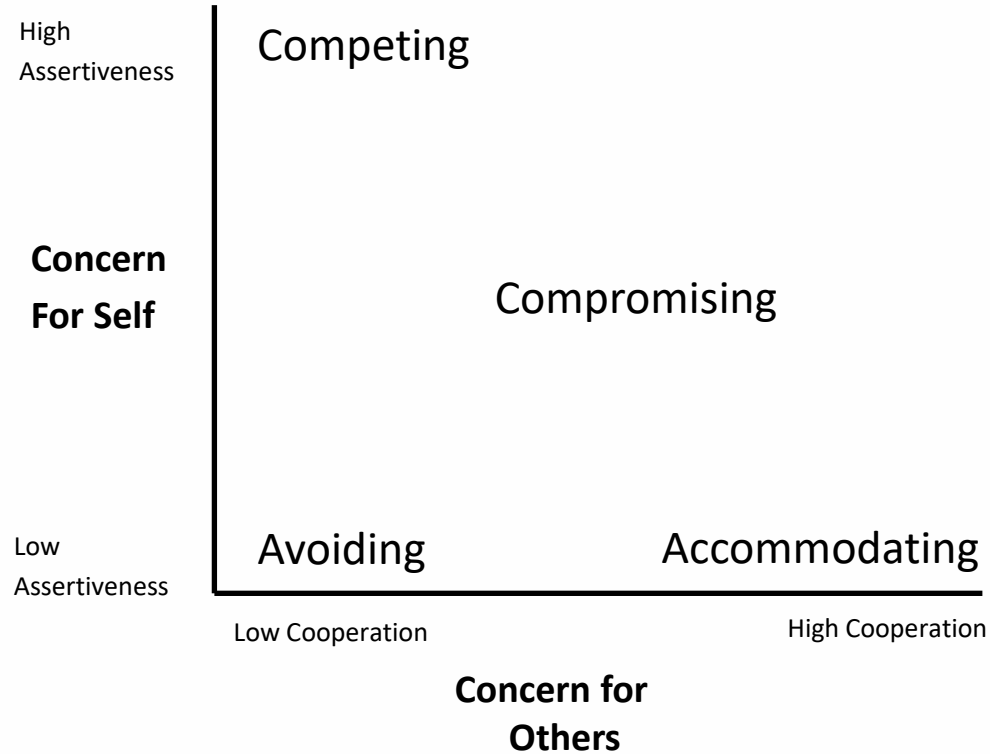
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- Avoiding: Staying away from or withdrawing from a conflict.
- Accommodating: Giving in to the other party and ignoring one's own goals.
- Competing: Forcing an issue to one's own way.
- Compromising: Giving in on one need in order to get another satisfied.





5 Conflict Strategies



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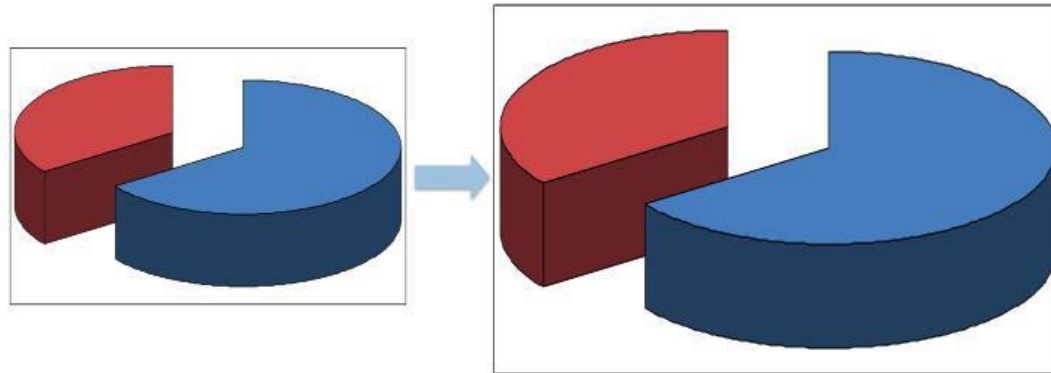
Lose – Lose		Avoiding
Lose – Win		Accommodating
Win – Lose		Competing
Lose – Lose		Compromising



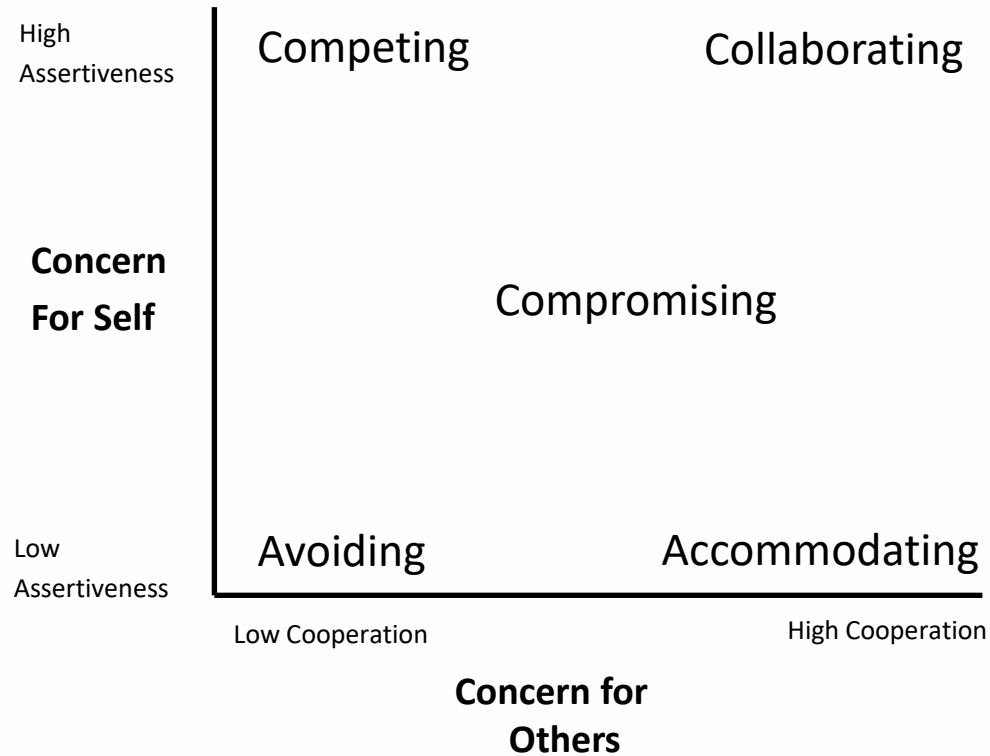
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- Accommodating: Giving in to the other party and ignoring one's own goals.
- Competing: Forcing an issue to one's own way.
- Compromising: Giving in on one need in order to get another satisfied.
- Collaborating: Focusing on one mutually satisfying outcome.






5 Conflict Strategies



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5 Conflict Strategies

Lose – Lose		Avoiding
Lose – Win		Accommodating
Win – Lose		Competing
Lose – Lose		Compromising
Win – Win		Collaborating






Keys to Collaborating

- Exchange ideas and information.
- Focus on interests & needs not positions.
- Focus on commonalities rather than differences.
- Be creative.
- Commit to meeting the needs of the involved.
- Expand the pie or add more pies.

Example

Husband enjoys the night life casino environment and wants to go on a vacation with his wife to Vegas. His wife enjoys outdoor relaxation and wants to go on a vacation with him to Miami.

5 Conflict Strategies

Lose – Lose		No Vacation
Lose – Win		Miami
Win – Lose		Vegas
Lose – Lose		Separate Vacations
Win – Win		Atlantic City

What questions do you have?

