TEXAS A&M AGRILIFE | EMPLOYEE DEVELOPMENT

Conflict Management

Todd Cottrell

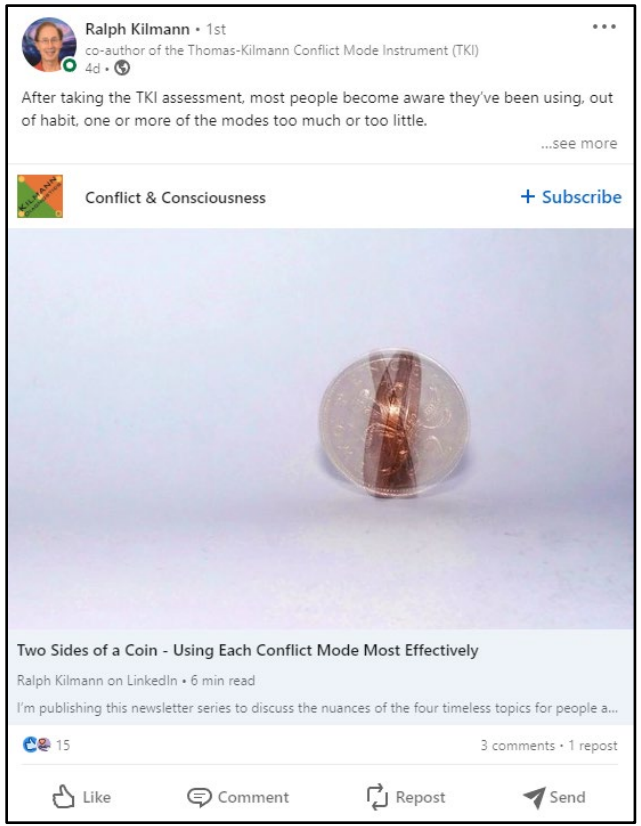
All men desire peace, but
very few desire those
things that make for peace.
Thomas à Kempis
quotefancy

Thomas-Kilmann Conflict Mode Instrument (TKI)

[Ralph Kilmann]

[Kenneth Thomas]

[Myers - Briggs]



5 Conflict Strategies

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

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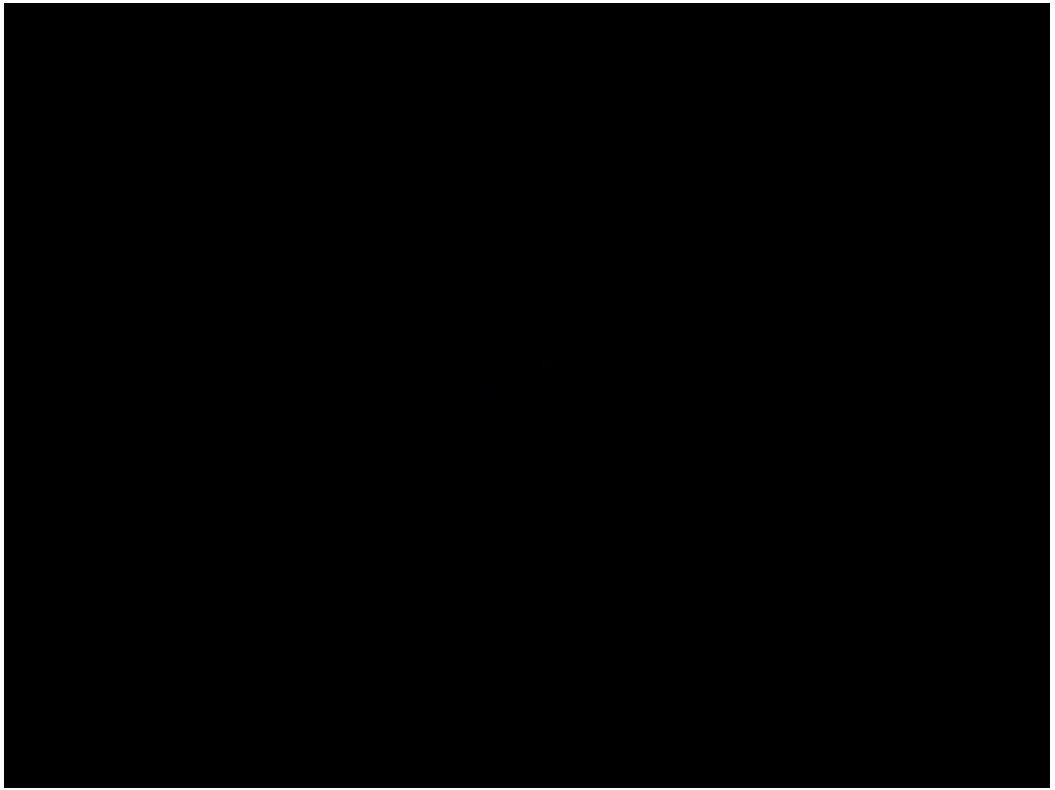

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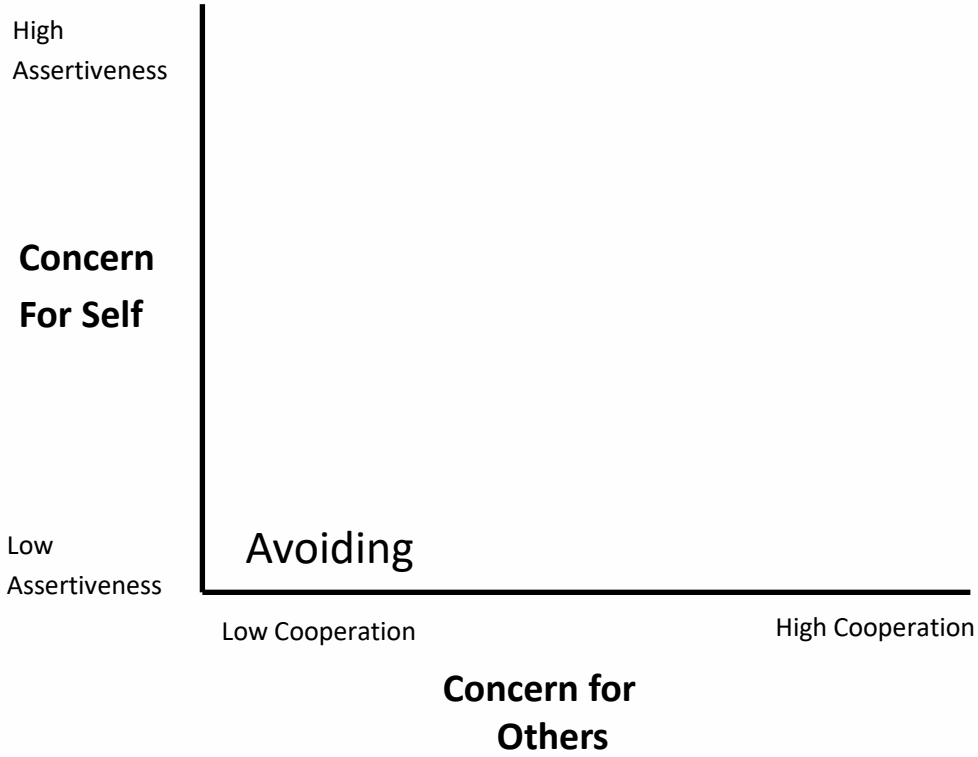

5 Conflict Strategies

Lose – Lose Avoiding

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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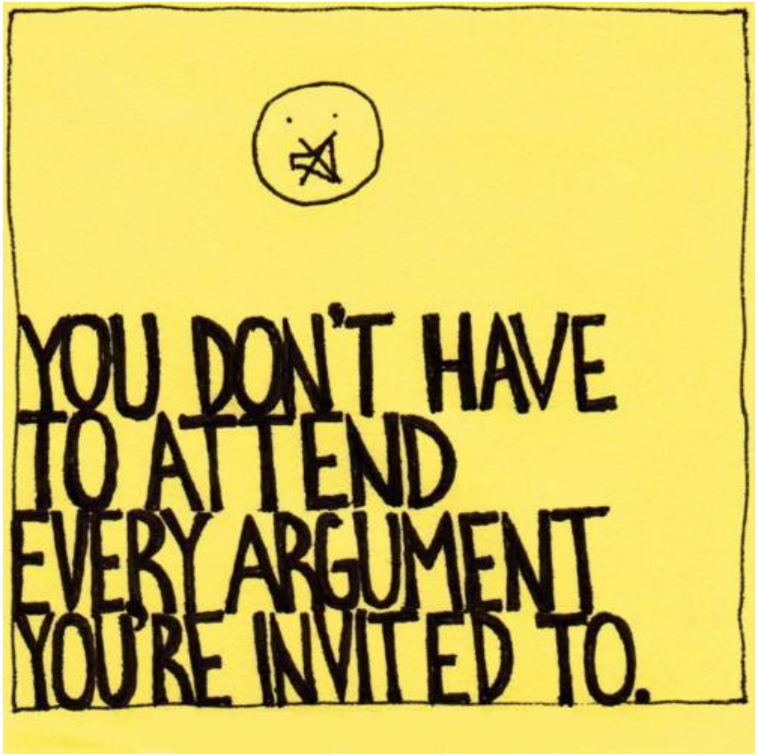

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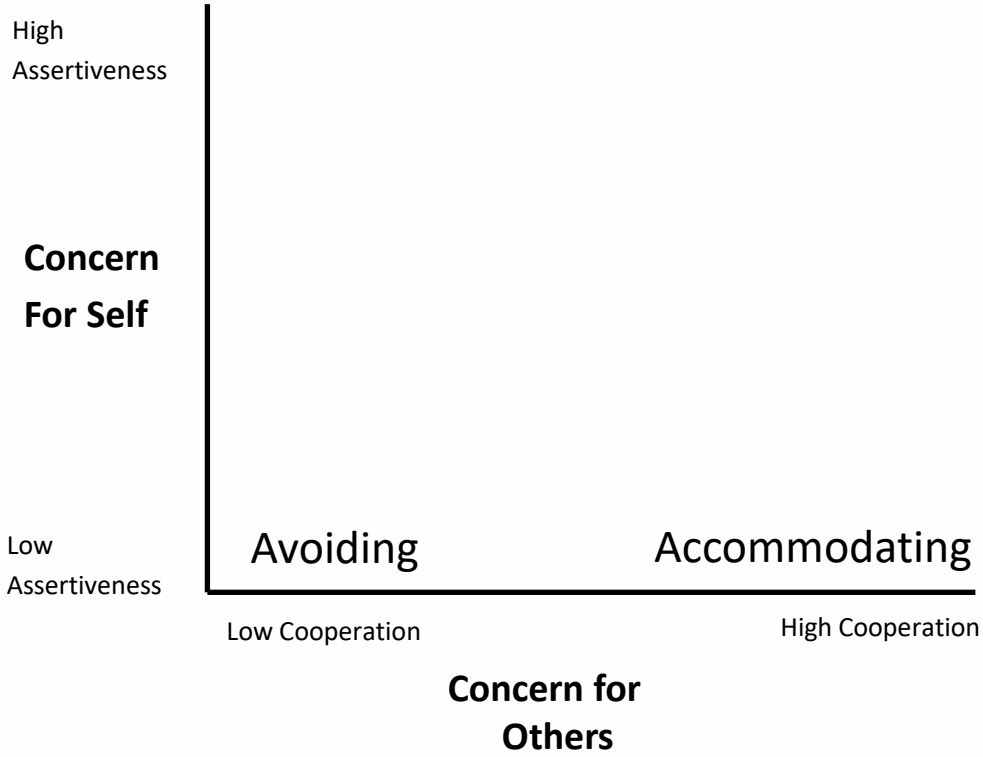

5 Conflict Strategies

Lose – Lose Avoiding

Lose – Win Accommodating

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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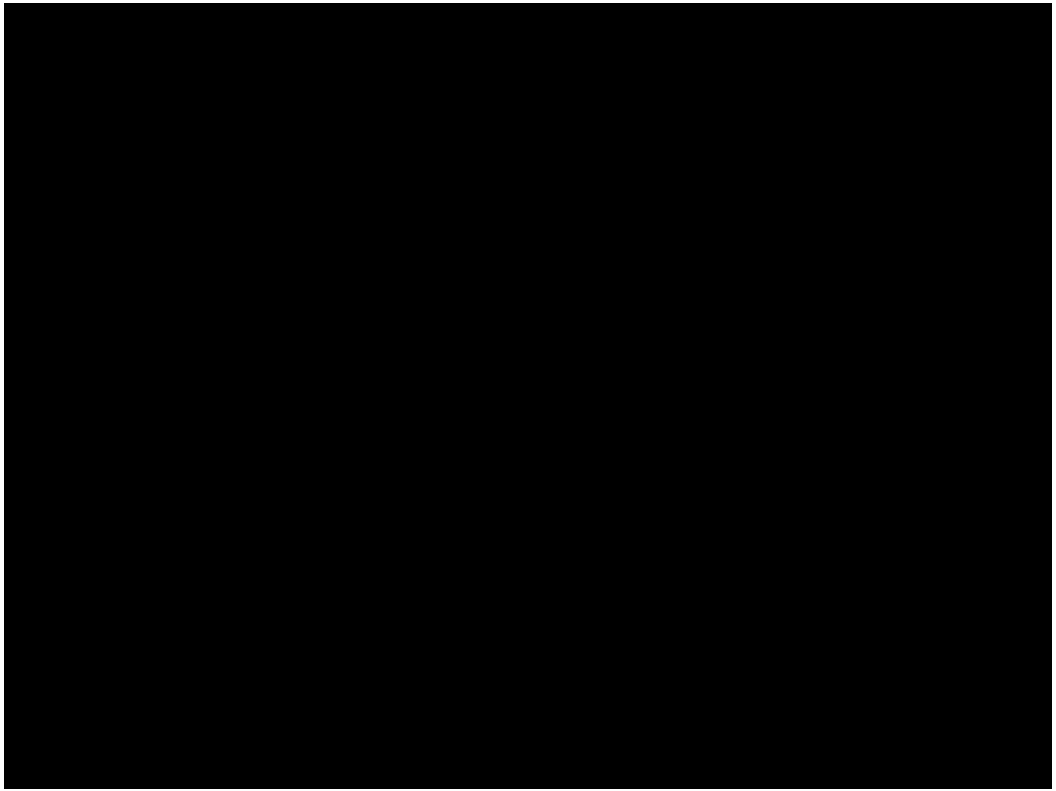

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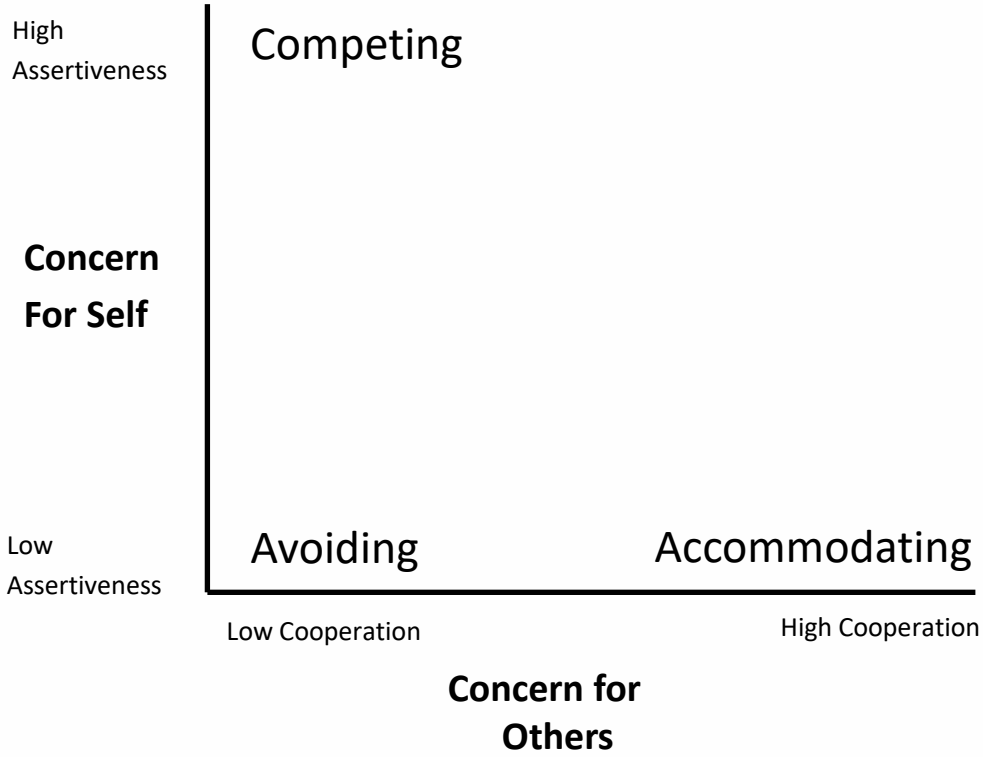

5 Conflict Strategies

Lose – Lose → Avoiding

Lose – Win → Accommodating

Win – Lose → Competing

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.
- Compromising: Giving in on one need in order to get another satisfied.

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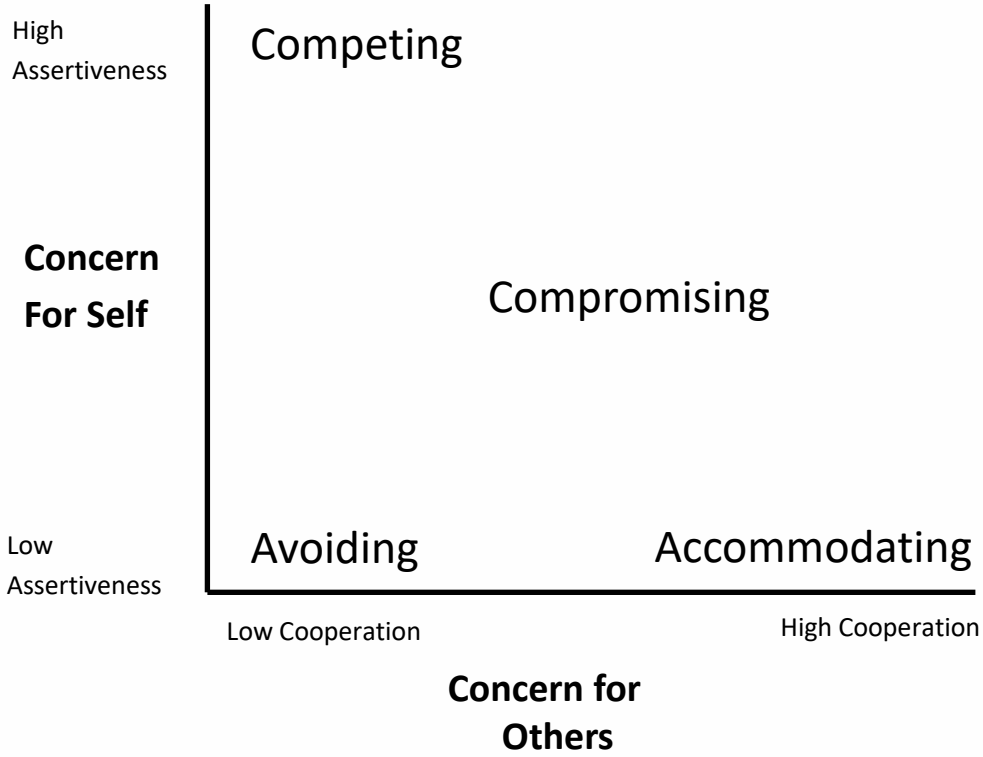


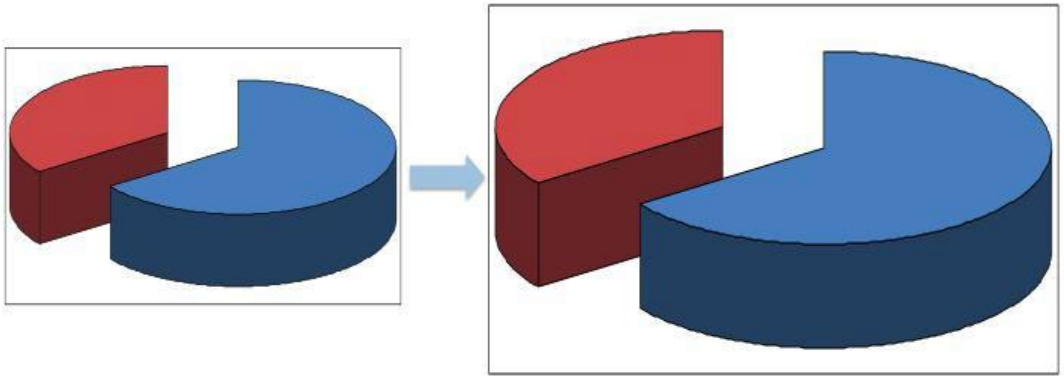
5 Conflict Strategies

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

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.
- 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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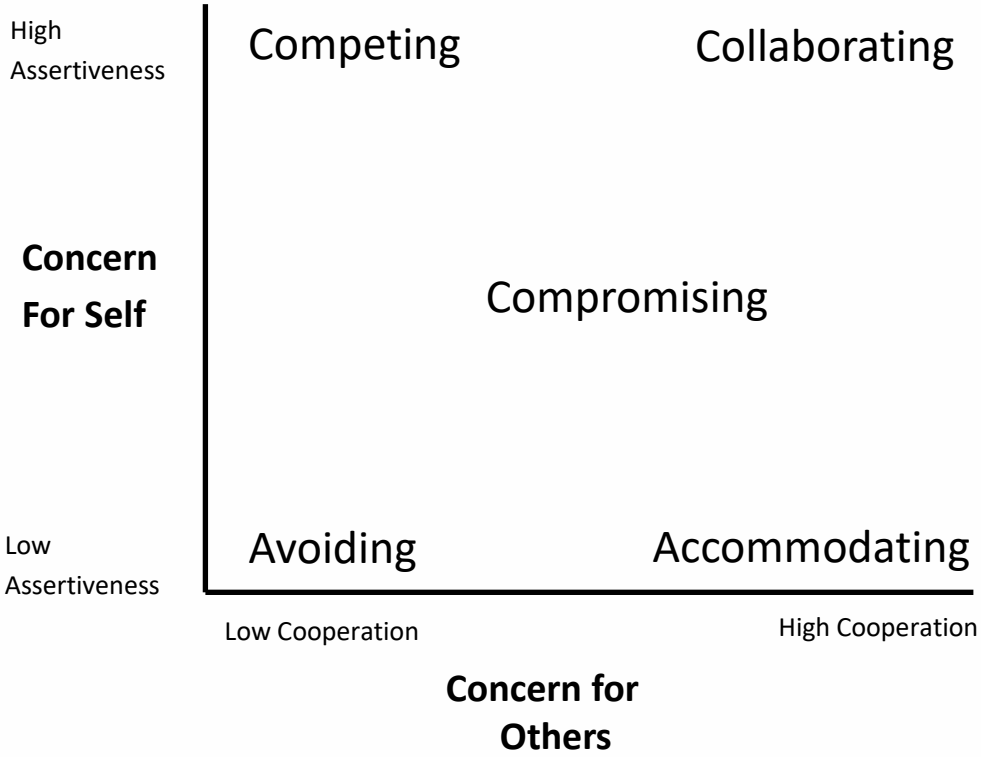


5 Conflict Strategies

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

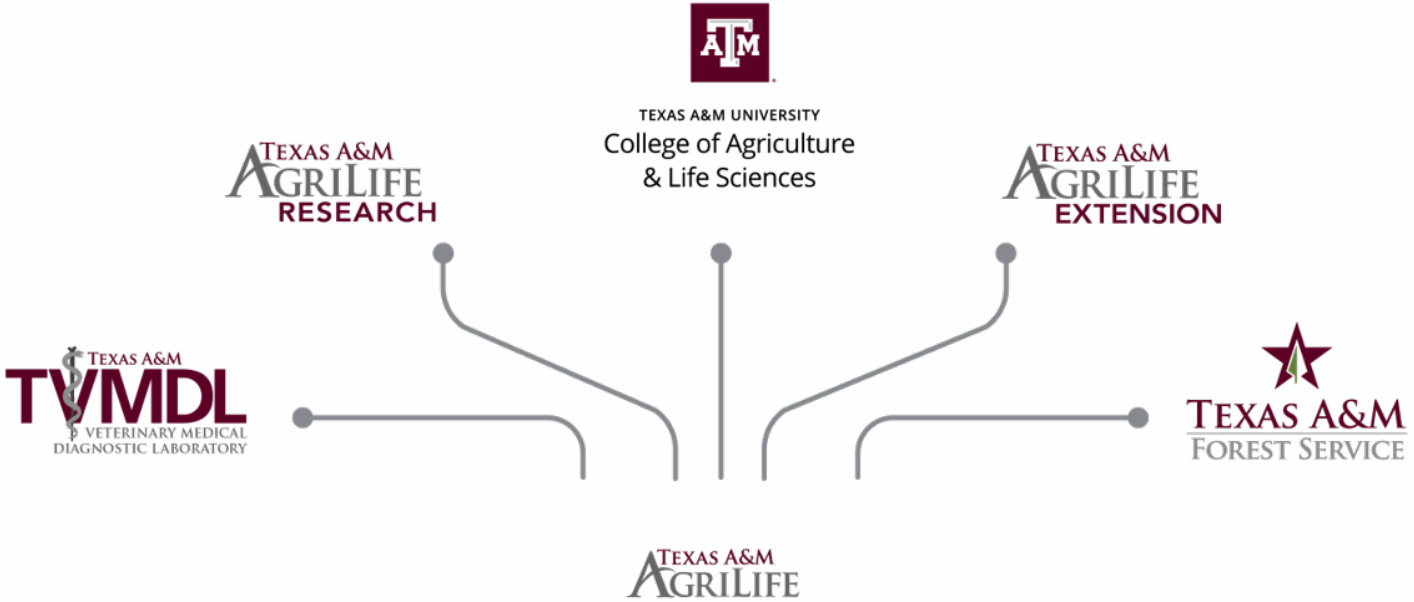
Keys to Collaborating

- 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?