

Thomas –Kilmann Conflict Modes



Understanding your conflict style is the first step.

This link below is a questionnaire to help identify your preferred style of conflict resolution

<http://academic.engr.arizona.edu/vjohnson/ConflictManagementQuestionnaire/ConflictManagementQuestionnaire.asp>

To improve your conflict management style you can use the

Stop, Look, Listen, Respond Method

Stop - Rather than just reacting to a situation, it is useful to step back and reassess the situation. When we deal with conflict, we often have anger, or one of the parties involved has anger.

Look- A conflict situation will involve facial expressions, tone of voice, pitch, timing, body tension. Look at all the nonverbal behaviors in the people involved in the conflict situation - including yourself!

Listen - Hear the other person out. Often this is the best mode of discovery. Think of all the times in your own life when you just wanted to be listened to. Others are like that, too.

Respond- After you Stop, Look and Listen, you can then make a considered response. Conflict participants often feel backed into a corner; considered responses will give them a way out that doesn't involve fighting their way out by having to retrieve a damaged self-image

Five tips for managing conflict

Develop the skill of emotional self-control in high conflict situations.

Learn to listen - to the two sides of the conflict that you are in as if you were the mediator.

Take notice when you feel threatened by what someone is saying to you. Resist the temptation to defend yourself or to “shut down” the other person’s communication.

Take responsibility for your feelings to avoid blaming others.

Make a decision to - speak with decorum whenever you are angry or frustrated.

Cited information

<http://wheatoncollege.edu/sail/leadership/student-involvement-handbook/strengthening-group/managing-conflict/>