

Conflict Styles

Adapted from "Thomas-Kilmann Conflict Mode Instrument"; CPP, Inc.



- Conflict arises when two people's concerns appear to be incompatible.
- All five models of dealing with conflict are useful in some situations.
- Effectiveness of a given conflict-handling mode depends upon the requirements of the specific situation and the skill with which the mode is used.
- Any given individual uses some modes more than others.

The key is CHOOSING which mode to use in any given situation.