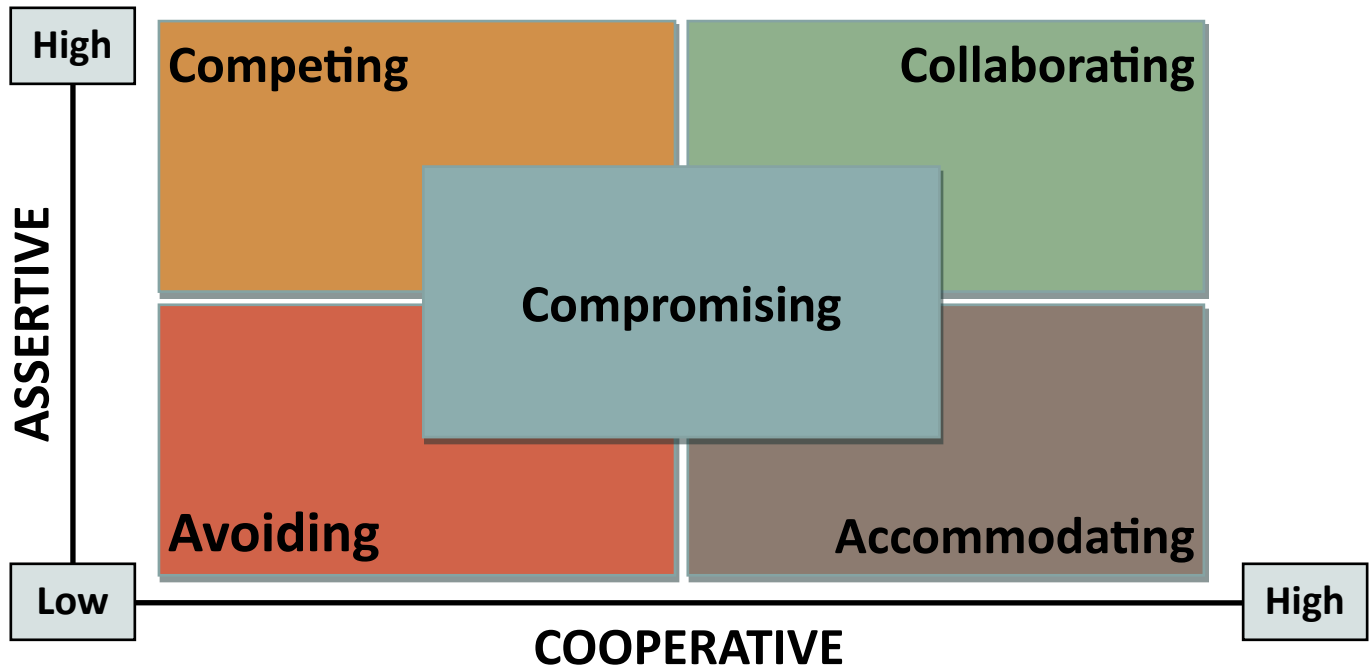




# Conflict Resolution: Identifying Conflict Management Styles

The Thomas-Kilmann Conflict Model identifies and defines 5 main conflict resolution styles based on two core behaviors: assertiveness and cooperation. There is no best conflict handling style. Each style is useful in some situations and each style has its drawbacks. The skill is to analyze each situation and then determine the appropriate action.



Style	Your Needs vs. Their Needs	Best Used
<b>Competing</b>	You take the necessary steps to meet your needs, regardless of how it affects other parties involved.	<ul style="list-style-type: none"> <li>When dealing with emergent or pressing issues</li> <li>When a tough decision must be made</li> <li>When debate is not an option</li> </ul>
<b>Collaborating</b>	You working with the other party to find a solution that meets everyone's wants/needs.	<ul style="list-style-type: none"> <li>When dealing with issues that require all parties</li> <li>When looking for a "win-win" solution</li> <li>When there is a larger amount of time to find solution</li> </ul>
<b>Compromising</b>	You are agree that both parties are giving up certain wants/needs to reach a solution.	<ul style="list-style-type: none"> <li>When a short-term solution is appropriate</li> <li>When both parties' goals/ideas are equally important/useful</li> <li>When a quick solution is needed</li> </ul>
<b>Accommodating</b>	You sacrifice your own wants/need to meet the other party's wants/needs.	<ul style="list-style-type: none"> <li>When choosing generosity</li> <li>When both parties' goals/ideas are equally important/useful</li> <li>When a quick solution is needed</li> </ul>
<b>Avoiding</b>	You are neither assisting the other person in reaching a goal, nor are you actively pushing to reach your own.	<ul style="list-style-type: none"> <li>When a there is high tension that calls for reflection</li> <li>When the issue is unimportant</li> <li>When engaging would be wasting valuable time</li> </ul>