Conflict Styles at Work

Lisa Nelson

CU Denver Ombuds

Participant Guide

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Welcome to Conflict Styles at Work!

Facilitator:

Lisa Nelson, CU Denver Ombuds Office

lisa.g.nelson@ucdenver.edu

303-315-0046

www.ucdenver.edu/ombuds

Feel free to reach out if you have any questions!

Agenda:

- Understand 5 conflict styles identified through Thomas-Kilmann Conflict Mode research
- Gain insight into our behavior when we encounter conflict
- Expand our flexibility and effectiveness by choosing how we respond to conflict

The Thomas-Kilmann Conflict Mode Instrument (TKI) was developed in early 1970s by Kenneth Thomas and Ralph Kilmann. Since then, it has been validated across thousands of users of different ages, genders and occupational roles.

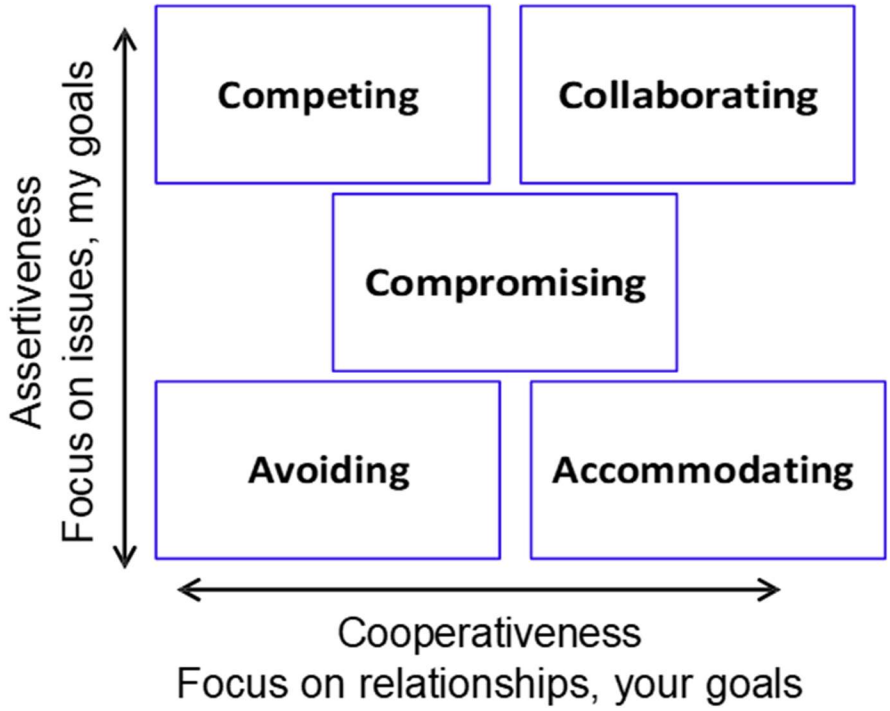
The purpose of learning about conflict styles or modes is to discover whether you are overusing or underusing one or more of the conflict-handling modes, or styles, so you can be more effective in managing conflict

There is no right or wrong style, we all use all of them, but we typically have one or two that we rely on the most often.

Notes:

Conflict Styles

Understanding how we tend to respond in conflict situations is the first step in becoming more effective in those situations.



My results:

Avoiding _____

Accommodating _____

Compromising _____

Competing _____

Collaborating _____

Conflict Styles in Action

	Looks like…	**Useful when…**	**Drawbacks**
Avoiding	Diplomatically side-step the issue, ignore, hide, procrastinate, deny there is a problem, change subject	It isn't important to you, not worth it to engage	The conflict continues, no one needs are being met
Accommodating	Give in, obey, apologize, yield to others	Relationship is more important than your goals and interests	Your needs are not being met, your voice not being heard, not contributing to decision/outcome
Compromising	Make concessions, seek to split the difference, find happy medium	You don't have the time and energy, need for a fast solution	When understanding what everyone needs is more important than a quick solution
Competing	Assertive, interrupting, do not give in, insist on getting own way, need to win	Emergency, when you need to stand up for yourself or something important, implement difficult decisions	Damages relationships, miss out on other perspectives
Collaborating	Listen, identify interests, explore issue in depth, find ways to meet everyone's interests or common goals	You have the time to commit to the process, buy-in and involvement are important, long-term relationship building	Time factor, every situation does not require this process

Which style(s) do you use the most at work?

Which style could you use more often at work?

What do you notice when thinking about the conflict style(s) you use in your personal life?

What is one thing you are taking away from this webinar?