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Conflict Styles [1]

The purpose of the Conflict Styles course is to provide participants with knowledge, self-awareness and analysis, and application/skill development across the range of conflict styles in order to manage issues and displutes more effectively. This session draws on the established Thomas-Kilmann Conflict Mode research and assessment. The course goal is to identify an individual's preferred conflict-handling style across five modes (Competing, Collaborating, Compromising, Avoiding, Accommodating) so that they many manage conflict more effectively by intentionally choosing a conflict response based on issue and relationship importance.

Program Level: Basic

Prerequisites: None

Advanced Preparation: N/A

Instructional Method: Group-Internet Based

Instructor: Lisa Nelson [2]

Recommended CPE Credit: 1.0 Hours

Field of Study: Personal Development

Course Objectives:

At the end of the course, participants will be able to:

- Distinguish the two dimensions of conflict behavior and demonstrate the roles of assertiveness (concern for self) and cooperativeness (concern for others) in conflict resolution.
- Identify the five conflict modes and apply knowledge to recognize the characteristics of competing, accommodating, avoiding, collaborating, and compromising.
- Identify and provide clarifying examples of their default conflict response and preferred and underused conflict modes, documenting why no single mode is best for all situations.
- Apply when each of the five modes is most effective (and least effective) based on situational factors.
- Manage conflict more effectively by intentionally choosing a conflict style based on the importance of the issue and the importance of the relationship.

Course Developer: Lisa Nelson [2]

Course Reviewer: Normandy Roden [3] - April 2026

Program Policies [4]

NASBA Statement

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Source URL:https://www.cu.edu/controller/cpe-cpas/course-catalog/conflict-styles

Links
[1] https://www.cu.edu/controller/cpe-cpas/course-catalog/conflict-styles [2] https://www.cu.edu/controller/lisa-nelson-cpe-instructor [3] https://www.cu.edu/controller/normandy-roden [4] https://www.cu.edu/controller/cpe-cpas-policies [5] http://www.learningmarket.org