

## Conflict Styles

### Know your M.O. and grow your range

Adapted from the Thomas-Kilmann Conflict Mode Instrument

Conflict Style	Definition	Pros	Cons	Best used when...
<b>Competing</b>	<b>Win-Lose:</b> Directive, goal is to get your way, what you want	Expedient; needed in emergencies & when unpopular action is necessary	Potential alienation, lack of buy-in and low ownership for execution	When meetings get out of control, short on time, or when a decision is needed
<b>Collaborating</b>	<b>Win-Win:</b> Ensures both parties get what they want	Higher quality decision; builds ownership for execution	Takes time, deft facilitation, patience	When the chapter is changing its business model
<b>Compromising</b>	<b>Partial Wins:</b> Each party gets some of what they want	Everybody gets something they want	Nobody is really happy	When deciding where a dispersed chapter will meet
<b>Avoiding</b>	<b>Delay:</b> No confrontation or choosing your battles	Lets people cool off; doesn't make things worse at a bad time	Makes things worse, leaves matters unresolved	When a chapter member makes a major mistake in a group setting
<b>Accommodating</b>	<b>Lose-Win:</b> Give up what you want so other person wins	Makes the other person happy, customers satisfied	Loss of advocacy, quality, fairness, self-esteem	When a guest speaker has a special request with a dollar impact

© Copyright 2013. Tom Davidson. Leadership Nature.