

Conflict Modes and Questionnaire

Conflict Modes and Questionnaire · psychoeducation and questionnaire

Research-informed use. This is reflective education, not individualized medical or mental-health advice. Use what fits, skip what does not, and seek appropriate professional or emergency support when distress or impairment is significant.

ABOUT THIS RESOURCE

The pages that follow reproduce the original handout exactly as published, placed inside the library frame. Nothing has been re-typed, reflowed or reconstructed, so worksheets, diagrams and forms print as designed. The header of each page names the source page it carries.

AT A GLANCE

AUDIENCE	Client Resource
PAGES	8 in this edition · 7 original pages

Conflict

WHAT IS IT?



Conflict can be defined as simply the condition in which two or more individual's ***concerns appear to be incompatible and needs are unmet.***

It is important to not mistakenly associate conflict with fighting, blaming, name-calling etc. Such a perspective makes conflict sound like something that is automatically destructive. By recognising that conflict is simply about unmet needs and people's concerns appear to be incompatible, we can see how arguing in a disruptive or destructive manner is simply just one option for attempting to rectify an incompatibility issue (and is rarely an optimal solution).

No two people are alike and neither is the way we approach conflicts. The Thomas Kilmann Conflict Mode Instrument identifies **5 response modes** people tend to adopt when confronted with a conflict.



Conflict Response Modes



HOW DO YOU RESPOND?



Collaboration

- High on my needs & high on your needs
- Long term problem solving
- Satisfactory resolution for both parties



Compromising

- Some of my needs & some of your needs
- Willing to give up some needs/goals but this creates an unsatisfactory agreement
- Focus on short term fixes



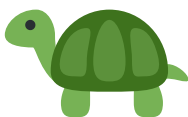
Accommodating

- Low on my needs & high on your needs
- Gives up personal needs & goals. Others needs are more important
- Wants to keep the peace



Competing

- High on my needs & low on your needs
- Forcing & intimidating
- Win/lose mentality



Avoidance

- Low on my needs & low on your needs
- Withdraws
- Conflict remains unresolved



THOMAS-KILMANN

Conflict Mode Questionnaire



Test yourself. Consider situations in which you find your wishes differing from those of another person. How do you usually respond to such situations?



Circle one statement from the following pairings which best describes you.

1. **A.** There are times when I let others take responsibility for solving the problem.
 B. Rather than negotiating the things on which we disagree, I try to stress those things upon which we both agree.

2. **A.** I try to find a compromise solution.
 B. I attempt to deal with all of another's and my concerns.

3. **A.** I am usually firm in pursuing my goals.
 B. I might try to soothe the other's feelings and preserve our relationship.

4. **A.** I try to find a compromise solution.
 B. I sometimes sacrifice my own wishes for the wishes of the other person.

5. **A.** I consistently seek the other's help in working out a solution.
 B. I try to do what is necessary to avoid useless tension.

6. **A.** I try to avoid creating unpleasantness for myself.
 B. I try to win my position.

7. **A.** I try to postpone the issue until I have had some time to think about it.
 B. I give up some points in exchange for others.



- 8.** A. I am usually firm in pursuing my goals.
B. I attempt to get all concerns and issues immediately out in the open.
.....
- 9.** A. I feel that differences are not always worth worrying about.
B. I make some effort to get my way.
.....
- 10.** A. I am firm in pursuing my goals.
B. I try to find a compromise solution.
.....
- 11.** A. I attempt to get all concerns and issues immediately out in the open.
B. I might try to soothe the other's feelings and preserve our relationship.
.....
- 12.** A. I sometimes avoid taking positions which would create controversy.
B. I will let another have some of their position if they let me have some of mine.
.....
- 13.** A. I propose a middle ground.
B. I press to get my points made.
.....
- 14.** A. I tell another my ideas and ask them for theirs.
B. I try to show them the logic and benefits of my position.
.....
- 15.** A. I might try to soothe the other's feelings and preserve our relationship.
B. I try to do what is necessary to avoid tension.
.....
- 16.** A. I try not to hurt others feelings.
B. I try to convince the other person of the merit of my position.
.....
- 17.** A. I am usually firm in pursuing my goals.
B. I try to do what is necessary to avoid useless tension.
.....
- 18.** A. If it makes the other person happy, I might let them maintain their view.
B. I will let another have some of their position if they let me have some of mine.
.....
- 19.** A. I try to get all concerns and issues immediately out in the open.
B. I try to postpone the issue until I have had some ti



- 20.** **A.** I attempt to immediately work through all differences.
B. I try to find a fair combination of gains and losses for both of us.

- 21.** **A.** In approaching negotiations I try to be considerate of the other person's feelings.
B. I always lean towards a direct discussion of the problem.

- 22.** **A.** I try to find a position that is intermediate between mine and another person's.
B. I assert my wishes.

- 23.** **A.** I am often concerned with satisfying all my wishes.
B. There are times when I let others take responsibility for solving problems.

- 24.** **A.** If the other's position seems important to them, I would try to meet their wishes.
B. I try to get the other person to settle for a compromise.

- 25.** **A.** I try to show the other person the logic and benefits of my position.
B. In approaching negotiations I try to be considerate of the others wishes.

- 26.** **A.** I propose a middle ground.
B. I am nearly always concerned with satisfying all my wishes.

- 27.** **A.** I sometimes avoid taking positions that would create controversy.
B. If it makes the other person happy I might let them maintain their views.

- 28.** **A.** I am usually firm in pursuing my goals.
B. I feel the differences are not always worth worrying about.

- 29.** **A.** I propose a middle ground.
B. I feel the differences are not always worth worrying about.

- 30.** **A.** I try not to hurt the other persons feelings.
B. I always share the problem with the other person so that we can work it out.



SCORING

Circle the response you chose and add up the totals

Competing Collaborating Compromising Avoiding Accomodating

1.				A	B
2.		B	A		
3.	A				B
4.			A		B
5.		A		B	
6.	B			A	
7.			B	A	
8.	A	B			
9.	B			A	
10.	A		B		
11.		A			B
12.			B	A	
13.	B		A		
14.	B	A			
15.				B	A
16.	B				A
17.	A			B	
18.			B		A
19.		A		B	
20.		A	B		
21.		B			A
22.	B		A		
23.		A		B	
24.			B		A
25.	A				B
26.		B	A		
27.				A	B
28.	A	B			
29.			A	B	
30.		B			A
Total					



Conflict Response Modes



INTERPRETING YOUR RESULTS

There is no single best way to handle every conflict. Each of the five conflict modes has its own sets of benefits and costs. Each can be highly effective if used properly in the right circumstance. As a guide **collaborating solutions** are often highly desirable as both persons needs are met.

