

Conflict Resolution Styles

The following is an excerpt from the Collaboration and Team Science Field Guide (p 103), which was adapted from Thomas-Kilmann, 2007.

CONFLICT RESOLUTION STYLES

When you encounter conflict, you may rely more heavily on one style than on others, whether because of temperament or practice. But everyone is capable of using all five conflict resolution styles. Think about how different styles could be used in different situations.

Competing: When competing, you use whatever power seems appropriate to win your own position. Competing can involve “standing up for your rights,” defending a position you believe is correct, or simply trying to win.

Accommodating: When accommodating, you neglect your own concerns to satisfy the concerns of others. Accommodating might take the form of selflessness or yielding to another person’s direction or point of view.

Avoiding: When avoiding, you sidestep the conflict altogether.

Collaborating: When collaborating, you attempt to work with the other person to find a solution that fully satisfies the concerns of both. It means digging into an issue to pinpoint the underlying needs and wants of the individuals.

Compromising: When compromising, you attempt to find an expedient and mutually acceptable solution that partially and even fully satisfies the concerns of all parties.

References:

Bennett, L. & Gadlin, Howard & Levine-Finley, Samantha. (2010). Collaboration and Team Science: A Field Guide. (<https://www.cancer.gov/about-nci/organization/crs/research-initiatives/team-science-field-guide/collaboration-team-science-guide.pdf>)

Thomas, K. W. and R. H. Kilmann (1974). Thomas-Kilmann Conflict Mode Instrument, XICOM.