

Presentation Summary: Conflict Resolution in the Workplace

Conflict may be defined as a disagreement or struggle between people with opposing needs, ideas, beliefs, values or goals. Conflict is as natural as the air we breathe and is a natural part of any team or relationship. It can be healthy or unhealthy for the relationship on how it is handled. When conflict is handled constructively, it can promote growth and problem solving skills with a team.

The Thomas-Kilman inventory assesses your dominant behavior in conflict situations as we tend to approach conflict the same way. As there are no “right” answers to the inventory, it is a suggestion of where you are today with conflict resolution style.

I will explore the 5 Conflict Resolution Styles: Competing, Collaborating, Compromising, Avoiding and Accommodating.

Each of these styles is most appropriate for certain conflict situations and the goal is to “pause and reflect” and choose the appropriate style for each conflict you attempt to address.

Before our scheduled meeting please follow the provided link to complete the Thomas-Kilmann Inventory to find out your dominant style. Please bring results to find out what your score means:

<https://psycho-tests.com/test/conflict-mode>