

# Thomas–Kilmann Conflict Mode Instrument

## TEAM REPORT



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### **ABC CORPORATION SALES TEAM**

Report prepared for

**AMY  
SAMPLE**

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Interpreted by  
Alex Consultant

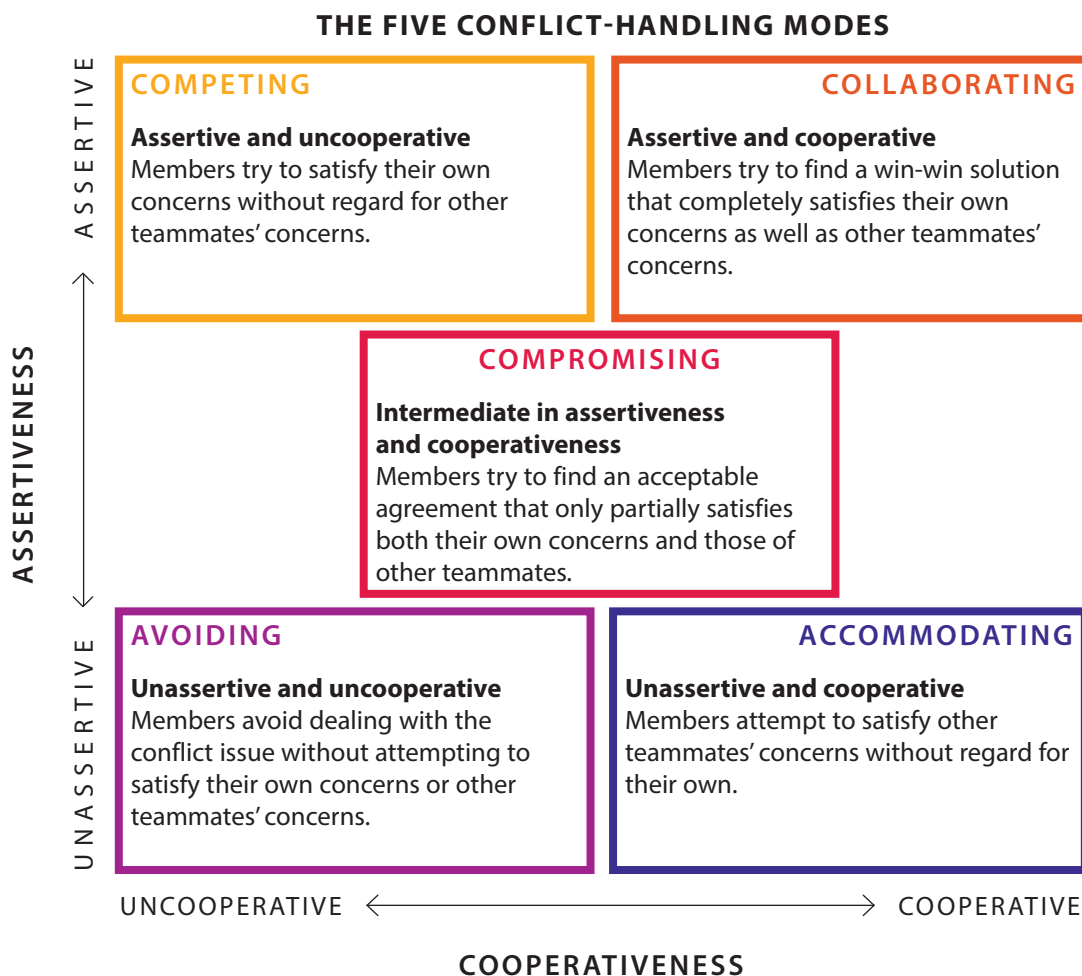
## The Five Conflict-Handling Modes

**Conflict** occurs when team members' concerns—the things they care about—appear to be incompatible.

Conflict is a natural part of team functioning and is not good or bad in itself. It can lead to learning, innovative ideas, and improved relationships. Or it can result in deadlocks, poor decisions, and damaged relationships. These outcomes depend on how a team handles its conflict issues.

The *Thomas-Kilmann Conflict Mode Instrument* (TKI®) assesses behavior in conflict situations and defines five methods for dealing with conflict. These **conflict-handling modes** are described in the chart below in terms of assertiveness and cooperativeness.\*

- **Assertiveness** is how much members try to satisfy *their own* concerns.
- **Cooperativeness** is how much members try to satisfy *other team members'* concerns.



\*This two-dimensional model of conflict-handling behavior is adapted from "Conflict and Conflict Management" by Kenneth Thomas in *The Handbook of Industrial and Organizational Psychology*, edited by Marvin Dunnette (Chicago: Rand McNally, 1976). Another valuable contribution in this field is the work by Robert Blake and Jane Mouton in *The Managerial Grid* (Houston: Gulf Publishing, 1964, 1994).

## COMPETING

When **competing**, team members take positions on issues and try to push others to agree—even when those others have doubts about that position. Discussions often have the win-lose feel of a debate, where each other's views are not taken seriously. A competing member may use different forms of power to try to prevail—arguing skill, formal authority, or even political maneuvering. Competing might mean standing up for rights or interests, arguing for one's own conclusions about what's true, or simply trying to win.

## COLLABORATING

When **collaborating**, team members take each other's concerns seriously, try to merge their views into a deeper understanding of the issue, and engage in problem-solving to find a solution that attempts to fully satisfy the members involved. Collaborating might take the form of exploring a disagreement to learn from each other's insights, resolving some condition that would otherwise have members competing for resources, or trying to find a creative solution to an interpersonal problem.

## COMPROMISING

When **compromising**, team members seek a mutually acceptable decision that falls between their preferred outcomes. It is a pragmatic mode that gives up more than competing but less than accommodating. Likewise, it addresses an issue more directly than avoiding but doesn't explore it in as much depth as collaborating. Compromising might mean splitting the difference, exchanging concessions, or seeking a fair, middle-ground position.

## AVOIDING

When **avoiding**, team members do not immediately address an apparent conflict issue. They may avoid raising the issue, not respond to a teammate's efforts to raise the issue, use humor to minimize the issue, or deliberately avoid certain teammates. Team members may also acknowledge an issue but try to postpone its discussion until a better time.

## ACCOMMODATING

When **accommodating**, team members neglect their own concerns to satisfy the concerns of other teammates; there's an element of self-sacrifice in this mode. Accommodating might take the form of selfless generosity or a desire to help other teammates, obeying an order that appears unwise, not challenging a team decision despite having doubts about its merits, or yielding to social pressure within the team.

## How Each Conflict-Handling Mode Can Help Your Team

Each of the five conflict-handling modes can be useful to your team at different times. For that reason, team members should use the modes *thoughtfully*, choosing the mode that best fits the team's needs in a given situation.

### COMPETE WHEN...

- Members need to champion a good idea to get the rest of the team to take it seriously
- Teammates seem committed to an idea that needs to be challenged
- A leader needs to take an unpopular action (for example, termination or budget cuts)
- Quick, decisive action is needed in a crisis

### COLLABORATE WHEN...

- Two conflicting concerns are each too important for compromising or accommodating
- The team needs to combine diverse insights to better understand an issue
- A consensual decision is needed to gain team members' commitment
- Hard feelings within the team need to be worked through and resolved

### COMPROMISE WHEN...

- Collaborating or competing hasn't worked, and the team needs a fallback approach
- A "good-enough" decision is all that is needed
- The team needs a quick settlement under time pressure
- Fairness is important in sharing gains or costs among team members

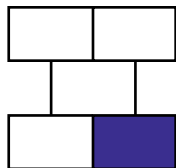
### AVOID WHEN...

- An issue is relatively unimportant and not worth the team's time
- An issue is too dangerous to raise (for example, personalities, blame, political beliefs)
- Postponing would help the discussion (for example, to gather data or to allow tempers to subside)
- An issue should be referred to a subgroup who are more directly concerned

### ACCOMMODATE WHEN...

- A small sacrifice would yield greater good for the team or another member
- Members realize that they are wrong or that others know more about the issue
- Members have been heard and understood, but the decision has gone against them
- An apology or forgiving others would help heal bad feelings

In addition to knowing *when* to use each conflict mode, teams can better manage their conflict by learning about their team members' conflict-handling *tendencies*. The next page depicts your team's TKI profile.



## Your Team's TKI® Profile

Your TKI team profile shows members' conflict-handling tendencies. Team results are derived from the individual members' TKI assessments, which place scores into one of three percentile ranges.\*

- **High** (highest 25%)      A relatively strong tendency to use this mode
- **Medium** (middle 50%)      Flexibility in using this mode or not, depending on the situation
- **Low** (lowest 25%)      A relatively strong tendency *not* to use this mode

When team members score in the high or low range, they should determine whether they might be overusing or underusing that mode. In other words, are team members using a particular mode when another mode might yield better results?

The chart below shows how your team members scored on the five TKI conflict modes. Note that an individual might score high on more than one mode. Likewise, an individual might score low on more than one mode.

### NUMBER OF TEAM MEMBERS SCORING IN THE HIGH, MEDIUM, AND LOW RANGES FOR EACH CONFLICT MODE

COMPETING		COLLABORATING	
Tendency to use mode	Number of team members	Tendency to use mode	Number of team members
High	1	High	2
Medium	4	Medium	3
Low	2	Low	2

COMPROMISING	
Tendency to use mode	Number of team members
High	0
Medium	4
Low	3

AVOIDING		ACCOMMODATING	
Tendency to use mode	Number of team members	Tendency to use mode	Number of team members
High	4	High	4
Medium	1	Medium	3
Low	2	Low	0

Team size = 7

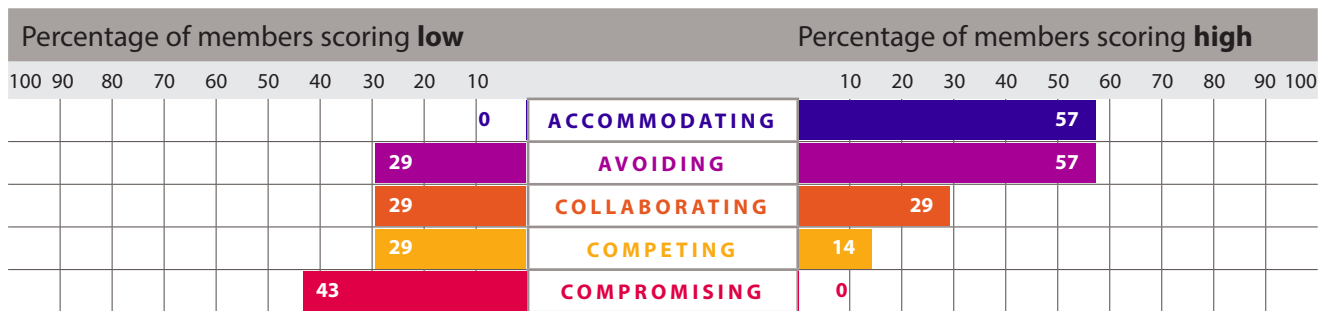
To better understand your team's profile, a bar graph is used on the next page to show, in order, the percentage of team members who score in the high or low range for each mode.

\*TKI percentiles are derived from raw scores calculated from team members' responses to the 30-item TKI assessment. Raw scores are converted to percentiles for each mode and norm-referenced using a sample of 4,000 women and 4,000 men, ages 20–70, who were employed full-time in the United States. The sample ensured representative numbers of people by organizational level and race/ethnicity. Throughout this report, *score* and *percentile score* are used interchangeably to refer to these percentiles.

## Your Team Members' Tendencies

In the bar graph below, the percentage of team members who score high and hence might be overusing a mode is represented by the color bars to the right. The percentage of team members who score low and hence might be underusing a mode is represented by the bars to the left. Accommodating is your team's highest-scoring mode, with the largest percentage of team members scoring in the high range. Compromising is your team's lowest-scoring mode, with the largest percentage of team members scoring in the low range. A formula that considers the percentage of both high and low scores is used to order the modes.

**TEAM CONFLICT MODES, WITH PERCENTAGE OF TEAM MEMBERS SCORING HIGH AND LOW FOR EACH MODE**



Team size = 7

### ACCOMMODATING (largest percentage scoring high)

- 57% of team members, or 4 of 7, score high on accommodating and could be overusing this mode
- No team members score low on this mode

### AVOIDING

- 57% of team members, or 4 of 7, score high on avoiding and could be overusing this mode
- 29% of team members, or 2 of 7, score low on avoiding and could be underusing this mode

### COLLABORATING

- 29% of team members, or 2 of 7, score high on collaborating and could be overusing this mode
- 29% of team members, or 2 of 7, score low on collaborating and could be underusing this mode

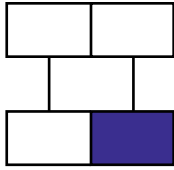
### COMPETING

- 14% of team members, or 1 of 7, score high on competing and could be overusing this mode
- 29% of team members, or 2 of 7, score low on competing and could be underusing this mode

### COMPROMISING (largest percentage scoring low)

- No team members score high on this mode
- 43% of team members, or 3 of 7, score low on compromising and could be underusing this mode

The report next explores in depth some challenges associated with your team's highest- and lowest-scoring modes and offers possible remedies. The other three modes are briefly discussed after that.



## Your Team's Highest-Scoring Mode: Accommodating

(57% of team members)

Although accommodating can have important benefits for a team, the fact that it is your team's highest-scoring mode may mean that some team members are **overusing** it—using it when other modes would yield better results.

### Interpersonal Relations: Challenges and Remedies for Teams That Score Highest on Accommodating

Teams that score highest on accommodating tend to make good interpersonal relations a priority, but the extra consideration that members show each other can sometimes create its own interpersonal issues.

As you read the challenges and remedies in the chart below, place a check mark next to any challenges that you see negatively impacting relationships within your team. Consider trying remedies that seem promising.

CHALLENGE	REMEDY
<input type="checkbox"/> <b>Tolerating negative behavior.</b> Out of a desire not to be rude or inconsiderate, members may put up with behaviors from one or more team members that damage relationships within the team. For example, team members may accept one or more members' being late to meetings, engaging in sarcasm or domineering behavior, or not listening to other team members.	<b>Offer feedback and coaching.</b> Take responsibility for coaching or giving constructive feedback to other team members after meetings. "Would you like some constructive feedback?" "Here is another way to handle that."
<input type="checkbox"/> <b>Unvoiced resentments.</b> Members who make concessions out of kindness or politeness may come to feel that they are being taken advantage of when others do not reciprocate. Unvoiced resentments can heat up and may occasionally boil over into accusations of selfishness and ingratitude.	<b>Emphasize appreciation and equity.</b> Public and private acts of appreciation are especially important in teams scoring highest on accommodating, to recognize sacrifices and contributions. Beyond this, it is useful to establish norms of equity—that individual members will not make unequal sacrifices and that all members will contribute their fair share.

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**CHALLENGE**

**REMEDY**

**Declining enthusiasm.** Some members may overdo their concern for other team members' welfare—in effect, acting “selflessly” at the sacrifice of their own personal needs and concerns. In this way, their own satisfaction may diminish to the point that they lose emotional engagement with the team.

**Take the team's pulse.** Watch for signs of low enthusiasm or low involvement in any team member. Make sure the team understands that there is a middle ground between selfishness and selflessness—that members should be meeting their own needs as well as contributing to the team. The last thing the team wants is a group of dispirited members.

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*Add other challenges and remedies that might be relevant for your team.*

**Other possible challenges**

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**Other possible remedies**

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## Decision-Making: Challenges and Remedies for Teams That Score Highest on Accommodating

Because team members who score highest on accommodating value agreeing and getting along, they are often reluctant to engage in the assertive, give-and-take behavior that allows a team to reconcile different needs and opinions. This reluctance can create challenges for making high-quality decisions.

As you read the challenges and remedies in the chart below, place a check mark next to any challenges that you see negatively impacting decision-making within your team. Consider trying remedies that seem promising.

CHALLENGE	REMEDY
<input type="checkbox"/> <b>Difficulty asserting needs.</b> When some team members hesitate to state their own concerns or needs, the team may ignore those aspects of an issue. Thus, the team's decision may be ineffective in addressing important parts of a problem.	<b>Poll for needs.</b> When an important issue arises, poll team members to learn their needs or concerns. Emphasize that the goal is problem-solving, not sacrifice, and that the team needs this information.
<input type="checkbox"/> <b>Groupthink.</b> Members may go along with questionable team assumptions and recommendations despite their doubts. They may be especially reluctant to engage in debates that might expose weaknesses in another team member's ideas.	<b>Invite critique.</b> Appoint a devil's advocate to critique a plan or assign members to debate different positions on issues. Because these roles are assigned, any criticism is less likely to create hard feelings. Thank members who raise valid questions.

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## CHALLENGE

- **Shading the truth.** Members may find it difficult to give negative feedback to each other on performance issues, telling white lies and giving more positive feedback than is accurate. Leaders may inflate evaluations of member and team performance.

## REMEDY

**Establish norms of truth-telling.** Emphasize the importance of telling each other the truth. Without truthful information, decision-making suffers and team members cannot recognize when improvement is needed. The truth can and should be given in a caring, constructive way.

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*Add other challenges and remedies that might be relevant for your team.*

### Other possible challenges

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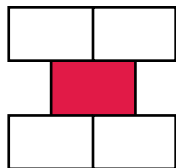
### Other possible remedies

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### Team Action Steps

- As a team, discuss ways that accommodating helps your team achieve its desired goals.
- Next, identify ways that team members' highest use of this mode may have created challenges, and discuss what remedies could apply.



## Your Team's Lowest-Scoring Mode: Compromising

(43% of team members)

Although it is unwise to use compromising in some conflict situations, the fact that it is your team's lowest-scoring mode may mean that some team members are **underusing** it—not using it in situations where it would help the team.

### Interpersonal Relations: Challenges and Remedies for Teams That Score Lowest on Compromising

Compromising is possible when there are a range of possible decisions along some dimension—allocating resources, for example. In teams that score lowest on compromising, members tend not to settle for partial satisfaction of their concerns. Without this middle-ground option, the team may experience interpersonal stresses, often involving perceived unfairness.

As you read the challenges and remedies in the chart below, place a check mark next to any challenges that you see negatively impacting relationships within your team. Consider trying remedies that seem promising.

CHALLENGE	REMEDY
<input type="checkbox"/> <b>Escalating tactics.</b> When middle-ground compromises are ruled out, conflicts of interest become more extreme; a solution is either win or lose. The stakes get higher in terms of what is at risk, both substantively and psychologically. Thus, some members may be tempted to use more extreme competitive tactics to prevail, such as politicking to build a coalition before a meeting or attacking opposing members. These tactics are generally seen as unfair, reduce trust, and create antagonism.	<b>Enforce norms of respect and honesty.</b> Insist that team members treat each other with respect and honesty. Respect is shown by civility and by listening to, and considering, the points made by others. Honesty includes having no hidden agendas or secret voting agreements with other team members, as well as telling the truth about issues being discussed.
<input type="checkbox"/> <b>Reluctance to negotiate.</b> Some team members may not want to negotiate compromises because they associate that with positional bargaining—where members take strong positions for a settlement that would benefit them and only reluctantly lower their demands until they reach an agreement. That form of negotiation often places heavy stresses on interpersonal relations and can result in unfair settlements for members who use more moderate tactics.	<b>Use principled negotiating.</b> Many researchers recommend a form of negotiating in which members first negotiate a mutually acceptable principle of fairness to apply to their issue. “Suppose we just split the costs evenly?” “Let’s ask Lars in Accounting how that is usually handled.” After that, it becomes a relatively simple matter to apply that principle to their conflict issue.

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**CHALLENGE**

**REMEDY**

□ **Favoritism.** A leader’s time and support are special examples of limited resources to be divided between team members. If some members compete more successfully for these resources, in-groups and out-groups form within the team—undermining team cohesiveness and creating feelings of unfairness and disempowerment among out-group members.

**Show impartial leadership.** Leaders need to monitor the time and support they allocate to different team members. Other than in special circumstances, it is important to allocate these resources fairly. The most apparent fairness standard would be to divide one’s time relatively evenly among members and to support good ideas no matter who offers them.

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*Add other challenges and remedies that might be relevant for your team.*

**Other possible challenges**

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**Other possible remedies**

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## Decision-Making: Challenges and Remedies for Teams That Score Lowest on Compromising

Compromising is intermediate between the other four conflict-handling modes and can often be done quickly. It provides a pragmatic, middle-ground option for a team when other modes are not working or take too much time. Teams that are lowest in this mode may experience a number of challenges related to the overuse of other modes.

As you read the challenges and remedies in the chart below, place a check mark next to any challenges that you see negatively impacting decision-making within your team. Consider trying remedies that seem promising.

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CHALLENGE	REMEDY
<input type="checkbox"/> <b>Competitive deadlocks on “big” issues.</b> It is difficult to reach a compromise on “big,” high-stakes issues. Issues can become bigger when they are defined in more-encompassing ways—as involving multiple incidents or members, abstract ethical or ideological principles, the entire relationship between members, or settling things “once and for all.”	<b>Manage the “size” of issues.</b> In general, it is easier to reach a compromise or other solution when issues are discussed in terms of their specifics. Focus the discussion on the concrete issue and possible solutions. “This is not about personalities or past issues. Suppose we just try Fred’s idea for a while and see if it works?”
<input type="checkbox"/> <b>Running out of time when collaborating.</b> Teams that strongly favor collaborating may find themselves wasting meeting time by continuing to problem-solve on an issue when they encounter difficult obstacles. Or they search for collaborative solutions to less important issues when a compromise would save time and be good enough.	<b>Decide when to “satisfice.”</b> Effective teams tend to reserve the use of collaborative problem-solving for key issues that require creative solutions. On more moderately important issues, they often use compromising to produce good-enough, satisfactory solutions rather than searching for more-optimal ones.

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*(continued)*

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## CHALLENGE

- **Inaction on less important issues.**  
Teams that score lowest on compromising have no middle ground with respect to assertiveness. When an issue is not important enough to justify the time and energy required for competing or collaborating, some team members may find themselves accommodating or avoiding: "Never mind; it's not that important."

## REMEDY

**Propose reasonable settlements.** Rather than not addressing these issues, the team can make incremental progress on them by encouraging members to propose fair compromises or temporary actions. "Suppose we just move the coffee machine to the center of the room for now, and see if that's any better?"

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*Add other challenges and remedies that might be relevant for your team.*

### Other possible challenges

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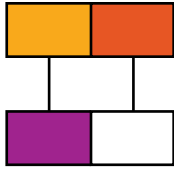
### Other possible remedies

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### Team Action Steps

- As a team, consider ways that compromising could be useful in helping your team achieve its desired goals.
- Next, discuss ways that team members' lowest use of this mode may have created challenges and what remedies could apply.



## Your Team's Use of the Other Modes

Additional information on the other conflict modes appears below in order of decreasing scores for your team. Make a note of any signs of overuse or underuse that you think deserve attention by your team.

### **Avoiding** (high = 57%; low = 29%)

Allows your team to sidestep or postpone issues that are relatively unimportant, are highly divisive, need more adequate preparation, or would be better handled in private.

- **Overuse:** Important decisions are often delayed or made by default; interpersonal frustrations are allowed to worsen when they are not confronted.
  - **Underuse:** Team time is often wasted on unimportant issues; highly sensitive grievances are sometimes aired in public; the team sometimes rushes to judgment without the delay needed to properly research an issue.
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### **Collaborating** (high = 29%; low = 29%)

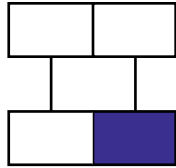
Allows your team to dig into an issue, sharing different insights and concerns to produce a high-quality, win-win decision. It is especially useful for important issues that are novel or complex.

- **Overuse:** The team wastes time on optimal solutions for unimportant issues and fails to recognize when issues are zero-sum or when there is insufficient time, trust, or open-mindedness for collaborating.
  - **Underuse:** The team finds few innovative solutions; some members have reservations about team decisions and may feel that they haven't been heard.
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### **Competing** (high = 14%; low = 29%)

Allows your team to decide between two or more well-defined alternatives using debate, advocacy, and challenge to expose strengths and weaknesses of the alternatives. Advocates push for their preferred course of action against resistance from members with opposing preferences.

- **Overuse:** Collaborative possibilities are overlooked; teammates form factions and view each other as adversaries; trust, open-mindedness, and generosity decline.
  - **Underuse:** Leaders hesitate to take unpopular actions; members hesitate to speak truths, champion new ideas, or challenge what is wrong.
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## Your Individual Profile

Your individual TKI results are shown below and reflect the contributions that you make to your team’s conflict-handling profile. The modes are arranged in order of their percentile scores, with your highest-scoring mode listed first. Scores that fall in the top 25th percentile are considered high. Scores that fall in the bottom 25th percentile are considered low.

MODE	RANGE	PERCENTILE SCORE		
		0%	25%	75%
		LOW	MEDIUM	HIGH
ACCOMMODATING	HIGH	98%		
AVOIDING	HIGH	88%		
COLLABORATING	MEDIUM	58%		
COMPROMISING	LOW	7%		
COMPETING	LOW	3%		

These results show that your highest-scoring mode is accommodating. You scored higher than 98% of respondents in the norm sample. Your score lies in the high range.

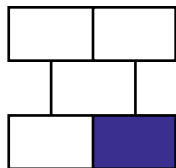
Your lowest-scoring mode is competing. You scored higher than 3% of the norm sample. This score lies in the low range.

Compare your highest-scoring and lowest-scoring modes to those of your team in the chart below.

	Highest Mode	Lowest Mode
You	ACCOMMODATING	COMPETING
Your Team	ACCOMMODATING	COMPROMISING

Your highest mode, accommodating, is the same as your team’s highest mode, so that you contribute to that team tendency. Your lowest mode, competing, differs from your team’s lowest mode; this tendency makes a different contribution to your team’s mix of conflict modes.





## Your Highest-Scoring Mode: Accommodating

(percentile = 98%; range = high)

Accommodating the needs and concerns of other team members is a form of generosity, in which you sacrifice your own concerns to some extent to help the team and its other members. It is about doing favors that help the team.

Occasional accommodating can make an important contribution to your team. When you make small sacrifices on an issue, for example, you can often speed up the team’s decision-making and help build goodwill.

Because accommodating is your highest-scoring mode, however, you may be **overusing** it and creating some challenges for your team.

The chart below lists three common challenges and remedies that involve both interpersonal relations and decision-making. The remedies identify specific behaviors that you could consider using to help the team. Place a check mark next to any behaviors that you sometimes engage in within your team.

### Individual Challenges and Remedies for Team Members Scoring Highest on Accommodating

CHALLENGE	REMEDY
<input type="checkbox"/> <b>Oversacrificing.</b> You give up more than you can afford, so that you may be unable to meet your own responsibilities, and others may need to look out for your welfare.	<b>Explain your needs.</b> Make your needs part of the criteria the team uses to make a decision; set up the possibility of collaborative problem-solving to meet everyone’s needs.
<input type="checkbox"/> <b>Shading the truth.</b> You provide partial truths or tell white lies when giving feedback to teammates out of concern for their feelings.	<b>Find a compassionate way to give truthful and helpful feedback.</b> Say what needs to be said, but in a way that is easier for others to hear. “I’d really like to say everything is fine, but . . .” “May I be honest with you?” “It’s important for you, as a friend, to know that . . .”

*(continued)*

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CHALLENGE	REMEDY
<p><input type="checkbox"/> <b>Accepting questionable decisions.</b> You don't confront decisions you have doubts about because you don't want to cause trouble by questioning the team's judgment.</p>	<p><b>Ask questions in a problem-solving way.</b> Use inclusive "we" language to point out the importance of making the best decision "for our team." Point out that while the team's idea may satisfy one important concern, it raises questions about another concern that the team also cares about. "Shouldn't we take care of that as well?"</p>

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*Add other challenges and remedies that might be relevant for you.*

**Other possible challenges**

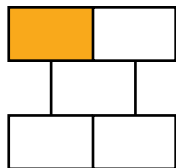
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**Other possible remedies**

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**Individual Action Steps**

- If possible, get feedback from one or more team members to see whether they agree with your checked items.
- Working with your facilitator or another team member, identify any challenges that are especially important for your conflict-handling behavior, and then discuss remedies for those challenges.



## Your Lowest-Scoring Mode: Competing

(percentile = 3%; range = low)

There are times when selective forms of competing can help challenge questionable assumptions or behaviors, enforce standards, and take charge in crises. However, competing can also create higher stress levels within a team than other modes.

With your lowest score on competing, you can help the team by reducing stress and tension.

Because competing is your lowest-scoring mode, however, you may be **underusing** it—creating challenges for your team when competing would help.

The chart below lists three common challenges, together with suggested remedies. These remedies identify specific behaviors that you could consider using to help the team. Place a check mark next to any behaviors that you sometimes engage in within your team.

### Individual Challenges and Remedies for Team Members Scoring Lowest on Competing

CHALLENGE	REMEDY
<input type="checkbox"/> <b>Not challenging questionable ideas.</b> To be polite or not offend other members, you may have trouble challenging ideas that seem questionable to you. This may allow the team to make decisions that are not based on valid assumptions.	<b>Raise questions when you have doubts.</b> It is in the team's best interests to identify any serious flaws in its decisions. This is especially true with important ones (where mistakes would be costly) and on issues that diverge from past practices (where there are more unknowns).
<input type="checkbox"/> <b>Relaxed standards.</b> You may not insist on meeting key standards when others find it difficult to do so. Not honoring standards involving quality, truthfulness, delivery deadlines, or legal compliance can put the organization and its reputation at risk.	<b>Use "firm flexibility"* to meet standards.</b> Be firm about the need to meet standards. When difficulties arise, however, be flexible about how those standards can be met. When possible, help team members problem-solve to find legitimate ways of meeting the standards.

\*The term *firm flexibility* was coined by Dean Pruitt and Jeffrey Rubin in *Social Conflict: Escalation, Stalemate, and Settlement* (New York: Random House, 1986).

(continued)

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## CHALLENGE

- **Not challenging rude or abusive behavior.**  
You may allow a team member to use behavior or language that is rude or uncivil. These microaggressions include interrupting or talking over a person and using insulting language: "That's a stupid idea."

## REMEDY

**Enforce norms of civility and respect.** Team interactions should be conducted with civility and mutual respect at all times. Politely interrupt blatant violations of this norm as they occur. "Raoul, I believe you interrupted Dale. Let's let her finish."

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*Add other challenges and remedies that might be relevant for you.*

### Other possible challenges

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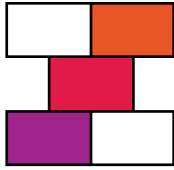
### Other possible remedies

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## Individual Action Steps

- If possible, get feedback from one or more team members to see whether they agree with your checked items.
- Working with your facilitator or another team member, identify any challenges that are especially important for your conflict-handling behavior, and then discuss remedies for those challenges.



## Your Use of the Other Modes

This page provides information on your other three modes, listed in decreasing order by their percentile scores. Because these modes are neither your highest nor your lowest mode, you are somewhat less likely to be overusing or underusing them. However, the descriptions shown below may help you spot some specific behaviors that you could change to help the team. Make a note of any such signs of overuse or underuse and possible remedies.

### **Avoiding** (percentile = 88%)

Involves putting off a discussion or decision that is not worth the team's time and energy or could be damaging to interpersonal relations.

- **Overuse:** Hesitating to speak on an issue until you are certain; assuming conflicts are personality based; simply hoping tensions will dissipate on their own.
- **Underuse:** Making comments that embarrass a team member; making accusations; using the team's time inefficiently.

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### **Collaborating** (percentile = 58%)

Involves problem-solving on an issue to seek a win-win solution that fully satisfies the concerns of both parties.

- **Overuse:** Wasting time by problem-solving on unimportant issues that do not require win-win solutions; being too open and flexible on win-lose issues.
- **Underuse:** Overlooking win-win possibilities; not listening to views that differ from your own.

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### **Compromising** (percentile = 7%)

Involves proposing or accepting a middle-ground settlement that only partially satisfies both parties.

- **Overuse:** Overlooking win-win possibilities on key issues; compromising on key rules, standards, or ethical principles.
  - **Underuse:** Being inflexible; spending too much time on minor issues; being reluctant to negotiate.
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