

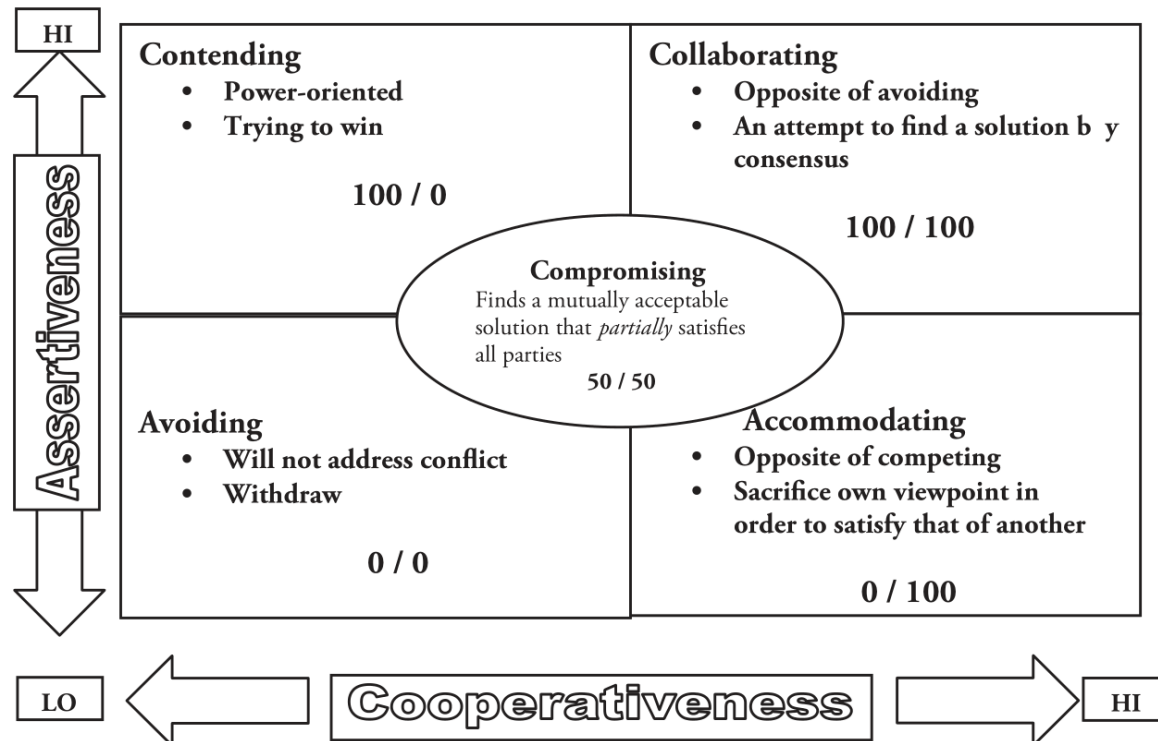
EFFECTIVE TEAMWORK AND COMMUNICATION

Managing Conflict

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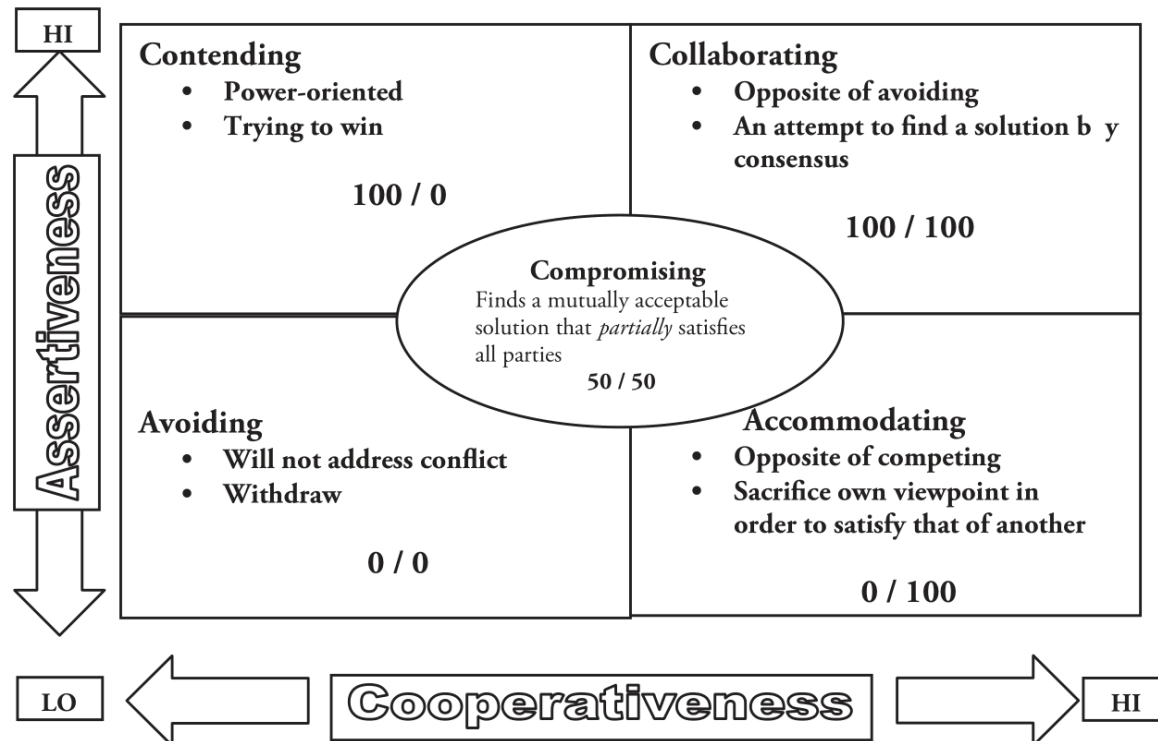


Managing conflict : Thomas-Kilmann Instrument



- Conflicts within teamwork refers to the situation where at least two interdependent individuals or parties are involved in perceived differences and negative state to one-another. There might emerge conflicts within the teamwork in terms of several issues those are violating the members' personal gains, or it appeared so.
- Thomas-Kilmann instrument identifies the ways to resolve any conflict upon any specific issues. The psychological stance of the two parties are aggregated under the instrument as assertiveness and cooperativeness (Trippe, and Baumol, 2015). Assertive stance refers to the possessiveness on the personal preferences and cooperative stance refers to promote the oppositions' preferences and leaving own preferences.

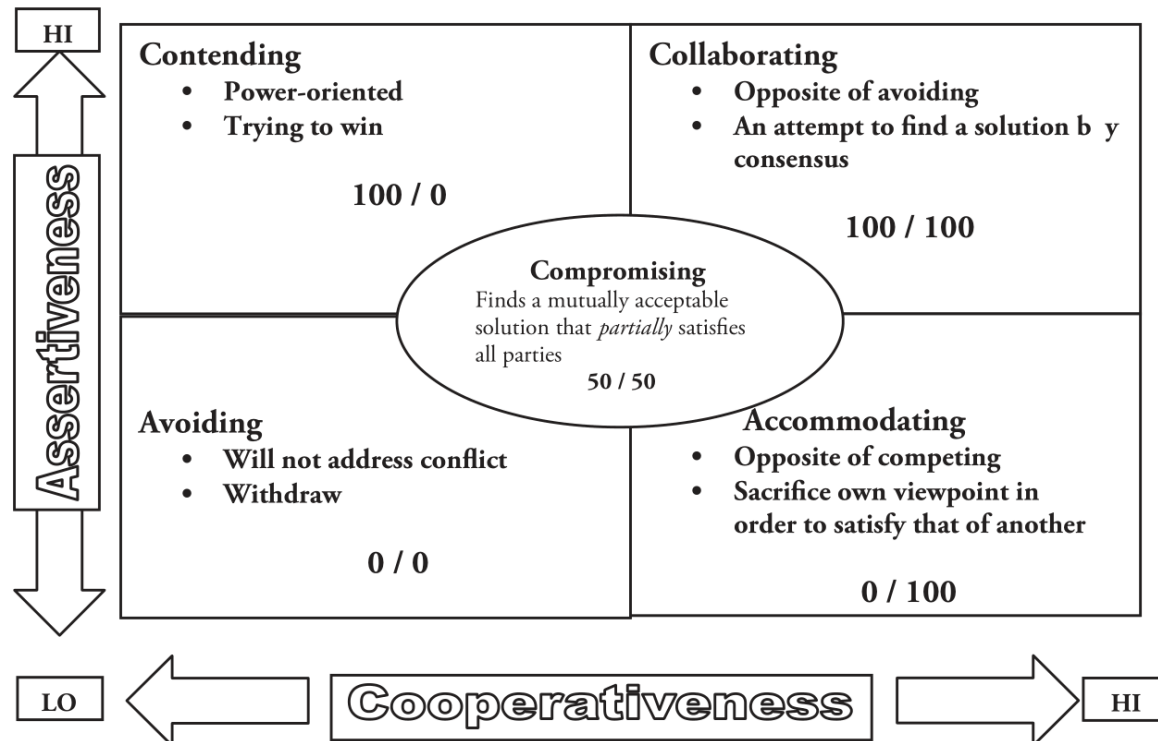
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- **Contending:** At this method of conflict resolution, the subject is highly stubborn to assess personal preferences. There is no tendency of releasing own priorities in sake of the other member. The subject is power-oriented and thriving to establish own priorities over the opposition. This would lead to win-lose result or lose-lose outcomes.

- **Accommodating:** Accommodating has been refereeing the opposite of contending mode of conflict resolution. The subject is consent to release his own preferences and priority to end the conflict. The subject here sacrifices own viewpoints to satisfy the opponents' preferences and priorities. This has possibility to output lose-lose or lose-win situation (Trippe, and Baumuel, 2015).

Managing conflict : Thomas-Kilmann Instrument



- **Compromising:** This has been most effective in resolving a conflict through posing on an understanding between the two parties or individuals. Both the parties are agreed on a mutual agreement through discussion and measurement. This has chance to pose an equal cooperative function to mutually resolve the conflict.

- **Avoiding:** Avoiding refers to unwillingness of the subject to take part in the conflict or withdrawal of the conflict situation. The subject is indifferent or unwilling to assess his preferences through a conflictual situation. Continuous avoids lead to the failure in assessing the preferences. This is completely lose-lose situation for the subject (McKibben, 2017).

- **Collaborating:** Collaborating has been appropriately opposite to the avoiding stance of conflict resolution. The subject tends to seek for consensus-based solution in terms of the personal interests. The subject is very much cooperative and non-aggressive in posing on the own priorities.

Reference

McKibben, L., 2017. Conflict management: importance and implications. *British Journal of Nursing*, 26(2), pp.100-103.

Trippe, B. and Baumoel, D., 2015. Beyond the Thomas–Kilmann Model: Into Extreme Conflict. *Negotiation Journal*, 31(2), pp.89-103.