



The Thomas-Killman Conflict Mode Instrument

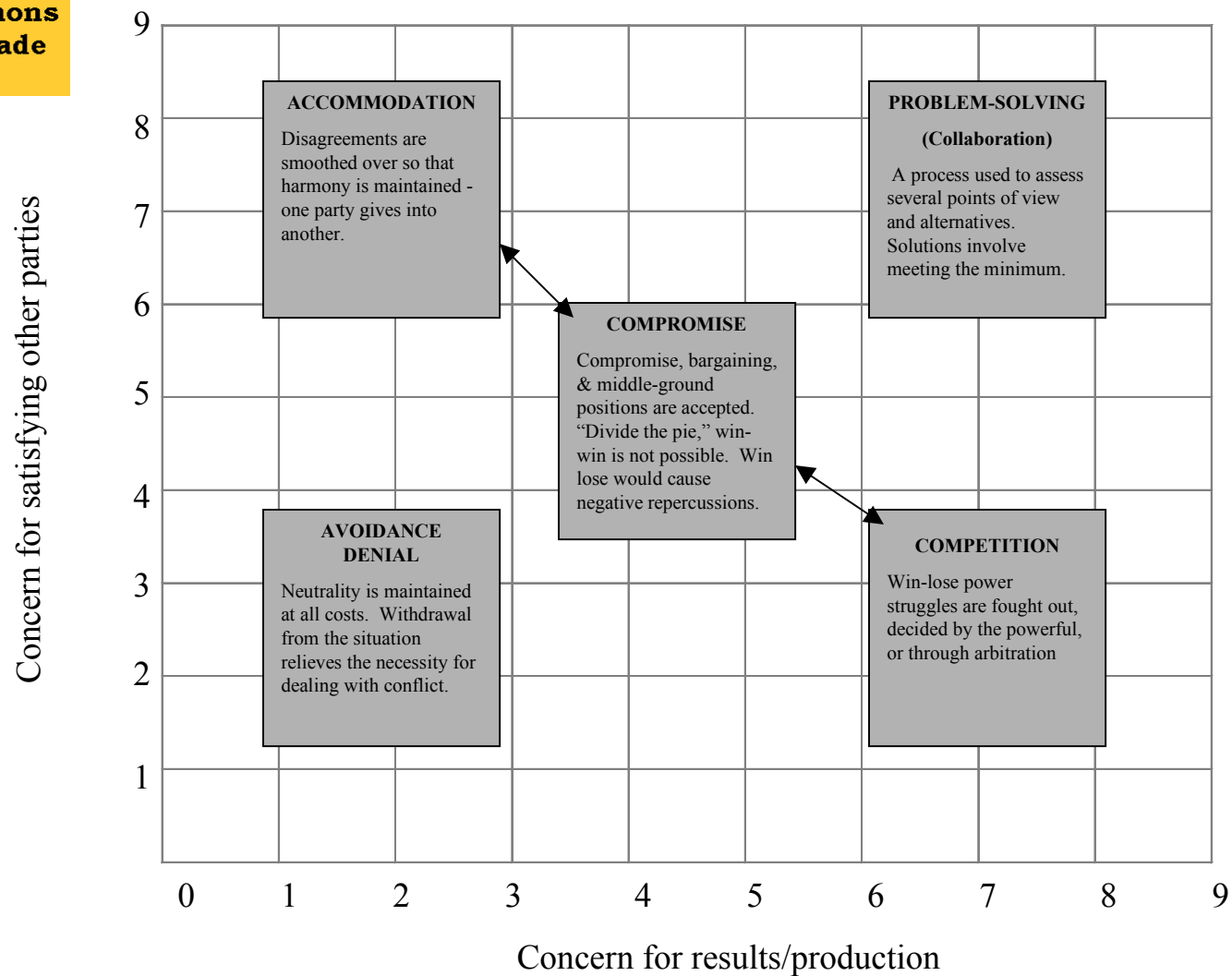
Purpose: To help you better understand your “natural” conflict resolution style.

- No “right” or “wrong” answers.
- Be honest with yourself.
- Confidentiality. No sharing of test scores required.





The Conflict Grid





Assumptions of the compromise approach:

- Pie is limited.
- Best solution is to divide the pie.
- Win-win is not possible.
- Win-lose = too many negatives.
- Everyone wins something.
- ***But*** everyone loses something.





Positions

Positions are...

- something one has decided as a way to settle a conflict or a difference.
- a pre-determined solution.



Problems with positions:

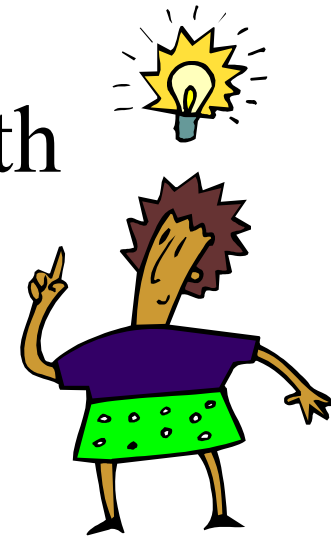
- Predetermined way to solve problem.
- Don't understand real interest of parties in dispute.
- Limits creative options.



Interests

Interests are...

- needs, beliefs, values underneath positions.
- why something is important.



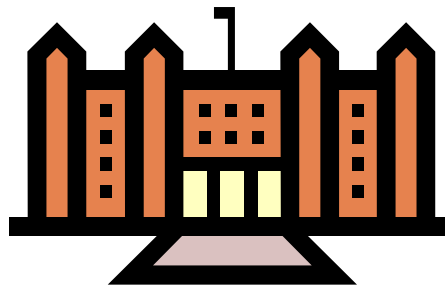


Examples of interests:

Interests

Cost-efficiency
Educational quality
Stretch resources

Community pride
Value historic school
Educational quality



Want school
consolidation

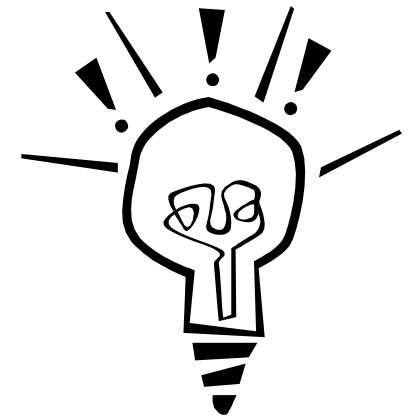
Positions

Oppose school
consolidation



Why focus on interests?

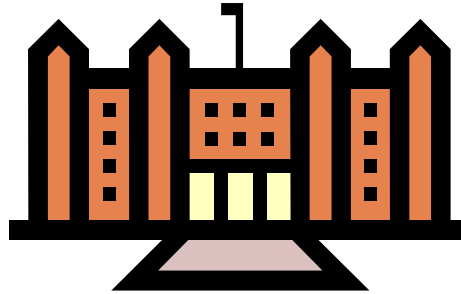
- Gets to heart of issue.
- Moves people beyond polarized positions.
- Sets stage for mutual understanding.
- Leads to group cooperation.
- Sets stage for issue re-framing.
- Sets stage for generating creative options.





Examples of two positions:

“We must consolidate our school!”



“We oppose consolidation of our school!”