

Conflict Mode Instrument

Interpreting Your Scores

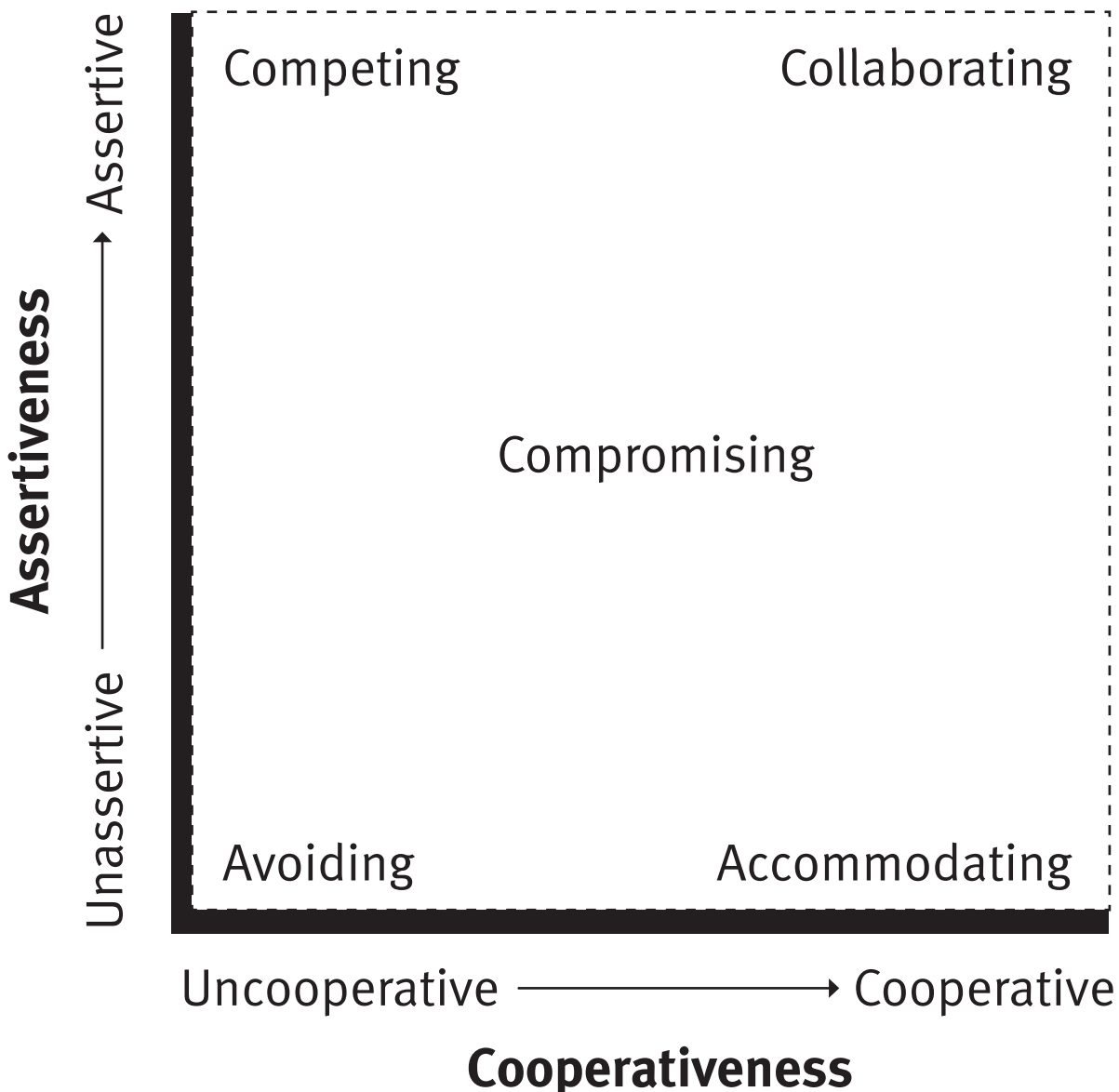
Thomas-Kilmann

The Five Conflict Handling Modes

The Thomas-Kilmann Conflict Mode Instrument was designed to assess an individual's behaviour in conflict situations. Conflict Situations are situations in which the concerns of two people appear to be incompatible. In such situations, a person's behaviour can be described along two basic dimensions:

1. Assertiveness, the extent to which individuals attempt to satisfy their own concerns; and
2. Cooperativeness, the extent to which the individual attempts to satisfy the other person's concerns.

These two basic dimensions of behaviour can be used to define five specific methods of dealing with conflicts. These five "conflict-handling modes" are shown below:



Source:
This two dimensional model of conflict-handling behaviour, is adapted from *Conflict and Conflict Management* by Kenneth Thomas in Volume II of *The Handbook of Industrial and Organisational Psychology*, edited by Marvin Dunnette, Chicago: Rand McNally, 1975.