**Corporate Culture and Business Communication: Conflict Management**

**Home assignment #3**

**Required reading:**1) Thomas, K.W. & Kilmann, R, H. (2008). Thomas-Kilmann Conflict Mode Instrument. Profile and interpretive report (sample):

* identify the uses of five conflict modes;
* take an online test and find out your predominant conflict mode (<https://quizterra.com/en/test-tomasa-kak-vy-vedete-seba-v-konfliktnoj-situacii-2>).

2) Sadri, G. (2012). Conflict's here. What now? Industrial Management; Norcross Vol. 54, Iss. 3, pp. 20-25,5:

* think how situational considerations impact the choice of a conflict mode.

3) Northouse P. G. (2012). Introduction to Leadership: Concepts and Practice. SAGE publications:

* pp. 184-189 (Method of Principled Negotiation).

4) Prepare for a graded direct and indirect types of confrontation analysis.

*Sample*

Case: …

Q1: Choose one party present in the given case. State whether it displays a direct or indirect mode of confrontation, identify the verbal and non-verbal cues with the reference to the case.

Q2: Explain how the party’s culture conditions the choice of the mode.

Assessment criteria:

|  |  | **Descriptor** | **Your result** |
| --- | --- | --- | --- |
| Q1 | 2 points | The student fully satisfies all the requirements of the task, clearly presents a fully developed and detailed response. |  |
| 1 point | The student generally satisfies the requirements of the task, highlights key features but the answer could be more fully extended, and/or some details may be irrelevant, inappropriate, or inaccurate; the answer may be not reasoned enough. |  |
| 0 points | The student fails to address the task, which may have been completely misunderstood; presents limited ideas which may be largely irrelevant. |  |
| Q2 | 2 points | The student fully satisfies all the requirements of the task, clearly presents a fully developed and detailed response. |  |
| 1 point | The student generally satisfies the requirements of the task, highlights key features but the answer could be more fully extended, and/or some details may be irrelevant, inappropriate, or inaccurate; the answer may be not reasoned enough. |  |
| 0 points | The student fails to address the task, which may have been completely misunderstood; presents limited ideas which may be largely irrelevant. |  |
| Language | 1 point | Makes 0-1 language mistakes, writes in formal/academic register. |  |
| 0 points | Makes two or more language mistakes and/or uses inappropriate register. |  |