

THOMAS-KILMANN CONFLICT MODE INSTRUMENT

Consider situations in which you find your wishes differing from those of another person. How do you usually respond to such situations?

On the following pages are several pairs of statements describing possible behavioral responses. For each pair, please circle the “A” or “B” statements, which is most characteristic of your own behavior.

In many cases, neither the “A” nor “B” statement may be very typical of your behavior, but please select the response, which you would be more likely to use.

1. A. There are times when I let others take responsibility for solving the problem.
 B. Rather than negotiate the things on which we disagree, I try to stress those things upon which we both agree.
2. A. I try to find a compromise solution.
 B. I attempt to deal with all of his/her and my concerns.
3. A. I am usually firm in pursuing my goals.
 B. I might try to soothe the other’s feelings and preserve our relationship.
4. A. I try to find a compromise solution.
 B. I sometimes sacrifice my own wishes for the wishes of the other person.
5. A. I consistently seek the other’s help in working out a solution.
 B. I try to do what is necessary to avoid useless tensions.
6. A. I try to avoid creating unpleasantness for myself.
 B. I try to win my position.
7. A. I try to postpone the issue until I have had some time to think it over.
 B. I give up some points in exchange for others.
8. A. I am usually firm in pursuing my goals.
 B. I attempt to get all concerns and issues immediately out in the open.
9. A. I feel that differences are not always worth worrying about.
 B. I make some effort to get my way.
10. A. I am firm in pursuing my goals.
 B. I try to find a compromise solution.

11. A. I attempt to get all concerns and issues immediately out in the open.
B. I might try to soothe the other's feelings and preserve our relationship.
12. A. I sometimes avoid taking positions, which would create controversy.
B. I will let him/her have some of his/her positions if he/she lets me have some of mine.
13. A. I propose a middle ground.
B. I press to get my points made.
14. A. I tell the other person my ideas and ask for his/hers.
B. I try to show him the logic and benefits of my position.
15. A. I might try to soothe the other's feelings and preserve our relationship.
B. I try to do what is necessary to avoid tensions.
16. A. I try not to hurt other's feelings.
B. I try to convince the other person of the merits of my position.
17. A. I am usually firm in pursuing my goals.
B. I try to do what is necessary to avoid useless tensions.
18. A. If it makes the other person happy, I might let them maintain their views.
B. I will let the other person have some of their positions if they let me have some of mine.
19. A. I attempt to get all concerns and issues immediately out in the open.
B. I try to postpone the issue until I have had some time to think it over.
20. A. I attempt to immediately work through our differences.
B. I try to find a fair combination of gains and losses for both of us.
21. A. In approaching negotiations, I try to be considerate of the other person's wishes.
B. I always lean toward a direct discussion of the problem.
22. A. I try to find a position that is intermediate between his/her and mine.
B. I assert my wishes.
23. A. I am very often concerned with satisfying all our wishes.
B. There are times when I let others take responsibility for solving the problem.
24. A. If the other's position seems very important to him/her, I would try to meet his/her wishes.
B. I try to get him to settle for a compromise.
25. A. I try to show him the logic and benefits of my position.
B. In approaching negotiations, I try to be considerate of the other person's wishes.
26. A. I propose a middle ground.
B. I am nearly always concerned with satisfying all our wishes.

27. A. I sometimes avoid taking positions that would create controversy.
B. If it makes the other person happy, I might let him maintain their views.
28. A. I am usually firm in pursuing my goals.
B. I usually seek the other's help in working out a solution.
29. A. I propose a middle ground.
B. I feel that differences are not always worth worrying about.
30. A. I try not to hurt the other's feelings.
B. I always share the problem with the other person so that we can work it out.

INTERPRETING YOUR SCORES ON THE THOMAS-KILMANN CONFLICT MODE INSTRUMENT

The Five-Conflict Handling Modes

The Thomas-Kilmann Conflict Mode Instrument is designed to assess an individual's behavior in conflict situations. “**Conflict Situations**” are **situations** in which the concerns of two people appear to be incompatible. In such situations, we can describe a person's behavior along **two basic dimensions**: (1) **assertiveness**, the extent to which the individual attempts to satisfy his own concern, and (2) **cooperativeness**, the extent to which the individual attempts to satisfy the other person's concerns. These two basic dimensions of behavior **can be used to define five specific methods of dealing with conflicts**.

SCORING YOUR SCORES ON THE THOMAS-KILMANN CONFLICT MODE INSTRUMENT

Circle the letters below, which you circled on each item of the questionnaire.

	Competing (forcing)	Collaborating (problem-solving)	Compromising (sharing)	Avoiding (withdrawal)	Accommodating (smoothing)
1.				A	B
2.	A				B
3.		A		B	
4.			A		B
5.		A		B	
6.	B			A	
7.			B	A	
8.	A	B			
9.	B			A	
10.	A		B		
11.		A			B
12.			B	A	
13.	B		A		
14.	B	A			
15.				B	A
16.	B				A
17.	A			B	
18.			B		A
19.		A		B	
20.		A	B		
21.		B			A
22.	B		A		
23.		A		B	
24.			B		A
25.	A				B
26.		B	A		
27.				A	B
28.	A	B			
29.			A	B	
30.		B			A

Total number of items circled in each column:

Competing Collaborating Compromising Avoiding Accommodating

YOUR SCORES ON THE THOMAS-KILMANN CONFLICT MODE INSTRUMENT

	Competing	Collaborating	Compromising	Avoiding	Accommodating
100%	12		12	12	12
	11	12	11	11	11
	10	11	10	10	10
90%				9	9
					8
High 25%	9	10			7
80%	8		9	8	
<hr/> <hr/>					9
70%	7		8		
				7	
60%	6	8		6	5
			7		
Middle 50%					
50%		7			
	5				
40%					4
			6		
30%	4			5	
			5		
<hr/> <hr/>					6
<hr/> <hr/>					3
Low 25%	3			4	
20%		5			
			4		
	2			3	
10%		4			
		3	3		
		2	2	2	2
	1	1	1	1	1
0%	0	0	0	0	0

*Scores are graphed in relation to the scores of the original norm group, composed of managers at middle and upper levels of business and government organizations.