

CONFLICT MODE

(Attitude in facing a conflict)



Conflict mode model in this PRiADI report is adapted from **Thomas-Kilmann Model** to Conflict Mode which is invented by two prominent psychologist **Kenneth Thomas** and **Ralph Kilmann**. This conflict model summarizes five modes when someone responds and goes through a conflict with people around.



Generally, Thomas-Kilmann conflict mode is based on the interpretation of two crosses: (1) Y axis Assertiveness which refers to the response of a person to the conflict based on how that person gets what he or she wants and (2) X axis Cooperativeness which refers to a person's response to a conflict based on how that person helps the other people in getting what they want.

Below are the five options of conflict mode according to Thomas-Kilmann conflict model:

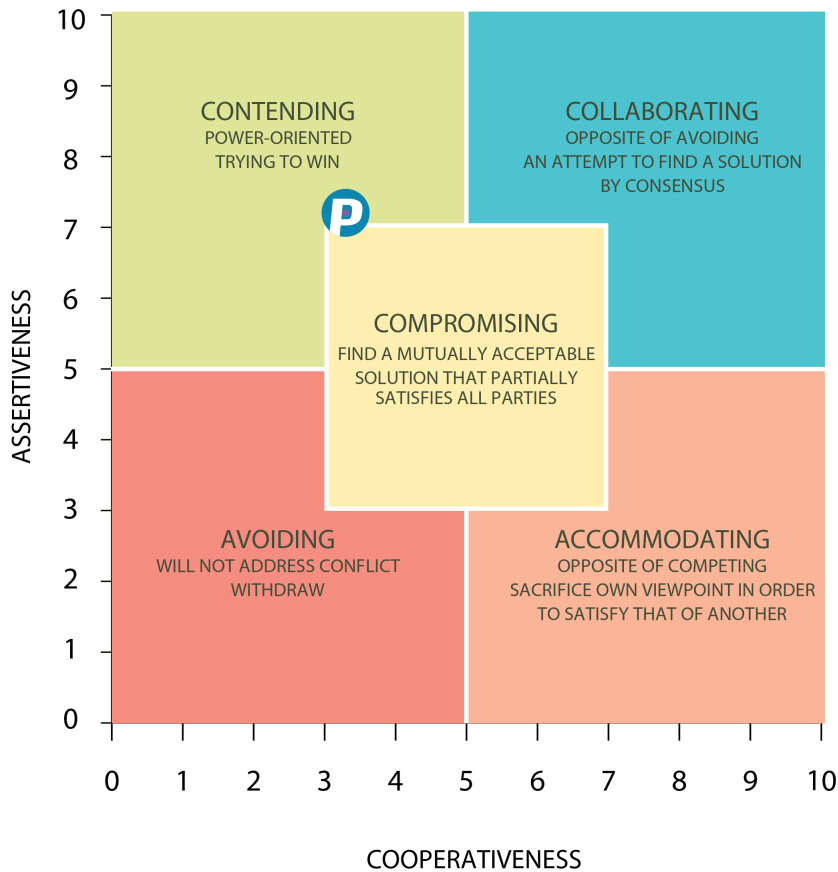
1. **Competing.** This competing conflict mode tends to make a person dominant and assertive in facing differences. You might be insistent to defend your rights and not making rooms for communication with competitors. There is an impression that the person does not want to give in or even compromise.
2. **Compromising.** Compromising conflict mode tends to make a person makes a room for dialectics about the differences or disagreement that appear. This person might keep being assertive, but at the same time this person wants to find out a mutual solution to the problems. Having dialogue and controlling emotions together are the key to success in accommodating conflict mode. Both parties are willing to give in a little and lower their ego in order to reach a better mutual solution.
3. **Avoiding.** Avoiding conflict mode tends to make a person less assertive and even tends to avoid a conflict directly. The conflict might keep going on without a solution because this person is unwilling to make rooms for communication or even let the problems exist without a clear solution and communication.
4. **Accommodating.** Accommodating conflict mode tends to make a person less assertive about his or her position and interest. There is an impression that this person tends to make rooms for the competitor to take his or her roles and interests. Because for this person, harmony and peace are being prioritized. It is better for this person to give in and accommodate the interest of competitors than having a conflict and quarrel.
5. **Collaborating.** Collaborating conflict mode tends to make both competing parties to be at one cooperation level which is equal and respecting one another. Both are assertive, both are defending their rights. Make a big room for communication and dialogue and then look for a possibility to make a creative synergy in the differences.

STEP
1



DATA INTERPRETATION

THE DETAIL OF YOUR PERSONALITY SCALE



CONTENDING

DESCRIPTION
In facing and managing a conflict, you tend to think with a "win/lose" mindset. There is an impression that you are stubborn in insisting your opinion. It might be that you are brave in competition and open a room for a direct opposition in relation to the conflict that matters to you. It might be that your "contending" behaviour is expressed because you are being dominant, stubborn, assertive, and reactive, especially when you feel that your interest or self-worth are being humiliated. Therefore, you might be known as a person who neither very sympathetic nor interested in starting a sincere cooperation.
TO DEVELOP
Change your mindset from "win/lose" to become "win/win" in dealing with a conflict. Lower your ego and insistence. Be a good listener, pay attention to the opinions of people around you. Be wiser in controlling your emotion and dominance. Do not be too reactive, but be more objective in making decisions. Get used to find the fair way in solving a problem or conflict. Respect perspectives that are different from yours. Once in a while, examine the problem from other people's point of view. Cooperate, enrich your soul to be more harmonious with people who are different from you.