

Week 11 - 10.2 Conflict Style Questionnaire Results

Edrico K. Wallace

Ls 600 Introduction to Leadership

Professor Dr. Chere' Brown

November 5, 2017

The Conflict Style Questionnaire was used to develop an understanding of how to identify leader's conflict style and to examine how leader's conflict style varies in different contexts and relationships. Conflicts can arise at any time. How one utilizes conflict resolution strategies depends on both their conflict style and their conflict resolution skills. Behavioral scientists Kenneth Thomas and Ralph Kilmann, who developed the Thomas-Kilmann Conflict Mode Instrument, have identified five styles to responding to conflict—competition, collaboration, compromise, avoidance, and accommodation. No conflict style is inherently right or wrong, but one or more styles could be inappropriate for a given situation and the impact could result in a situation quickly spiraling out of control. I have very strong style in collaboration. I discovered that collaboration plays a major role within conflict resolution and requires great courage and much consideration. I truly believe collaborating with the other party involves listening to their side, discussing areas of agreement and goals, and ensuring that all parties understand each other. Collaboration requires thinking creatively to resolve the problem without concessions.

On the other hand, I had a very low score in avoidance. Avoidance is characterized by deliberately ignoring or withdrawing from a conflict rather than facing it. This style may be perceived as not caring about your own issue or the issues of others. People who avoid the situation hope the problem will go away, resolve itself without their involvement, or think that others are ready to take the responsibility. There are situations where avoidance is appropriate such as when you need more time to think of how to respond, time constraints demand a delay, confrontation will hurt a working relationship, or there is little chance of satisfying your needs. However, avoidance can be destructive if the other person perceives that you don't care enough to engage. By not dealing with the conflict, this style allows the conflict to simmer and heat up unnecessarily, resulting in anger or a negative outburst.

#### References

Northouse ,P.(2015). Introduction to Leadership. Thousand Oaks, CA;  
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