



How do

YOU

handle conflict?

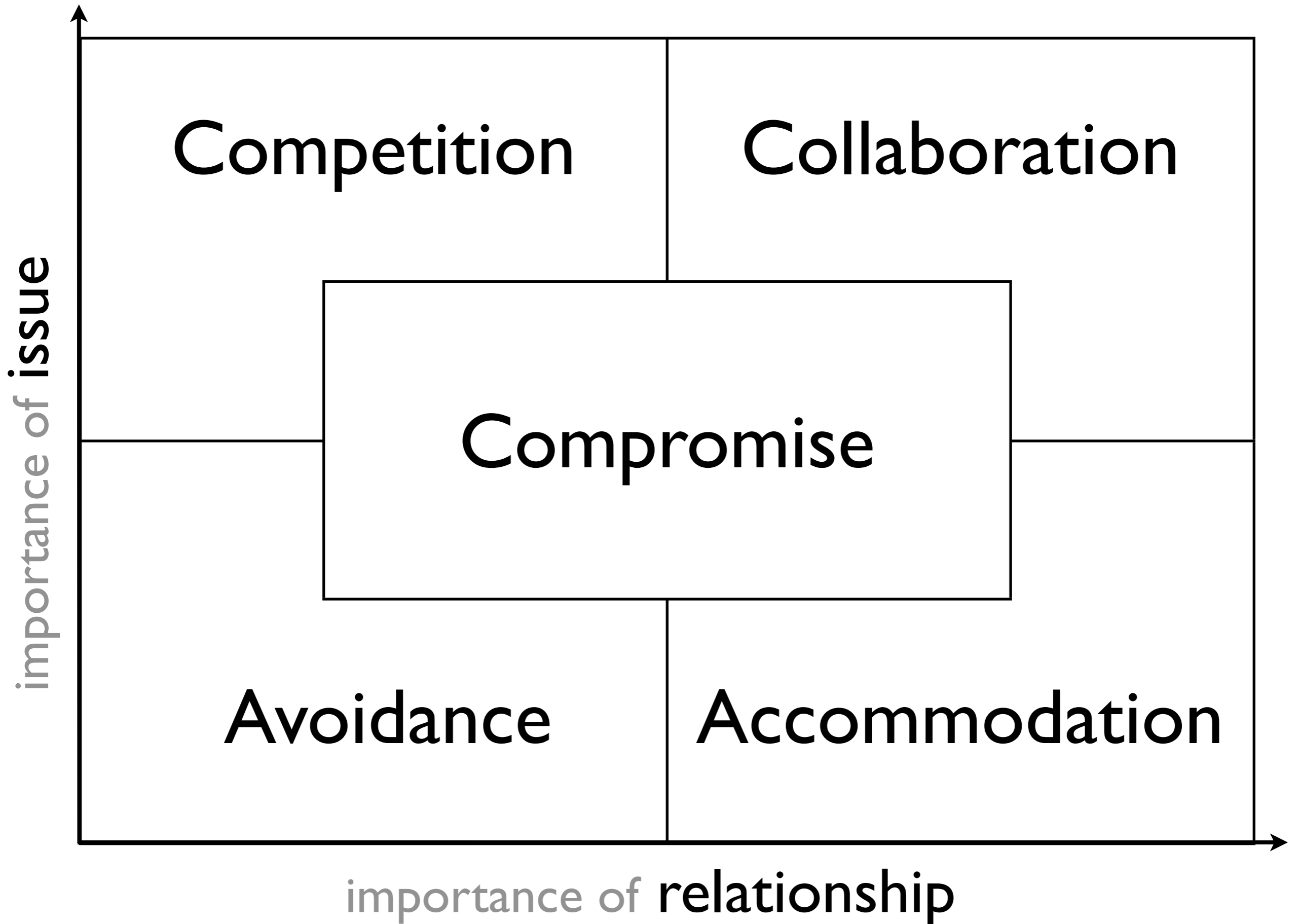
Conflict

Thomas-Kilmann Conflict-Mode Instrument (TKI)

importance of **issue**

vs.

importance of **relationship**



Avoidance





Accommodation



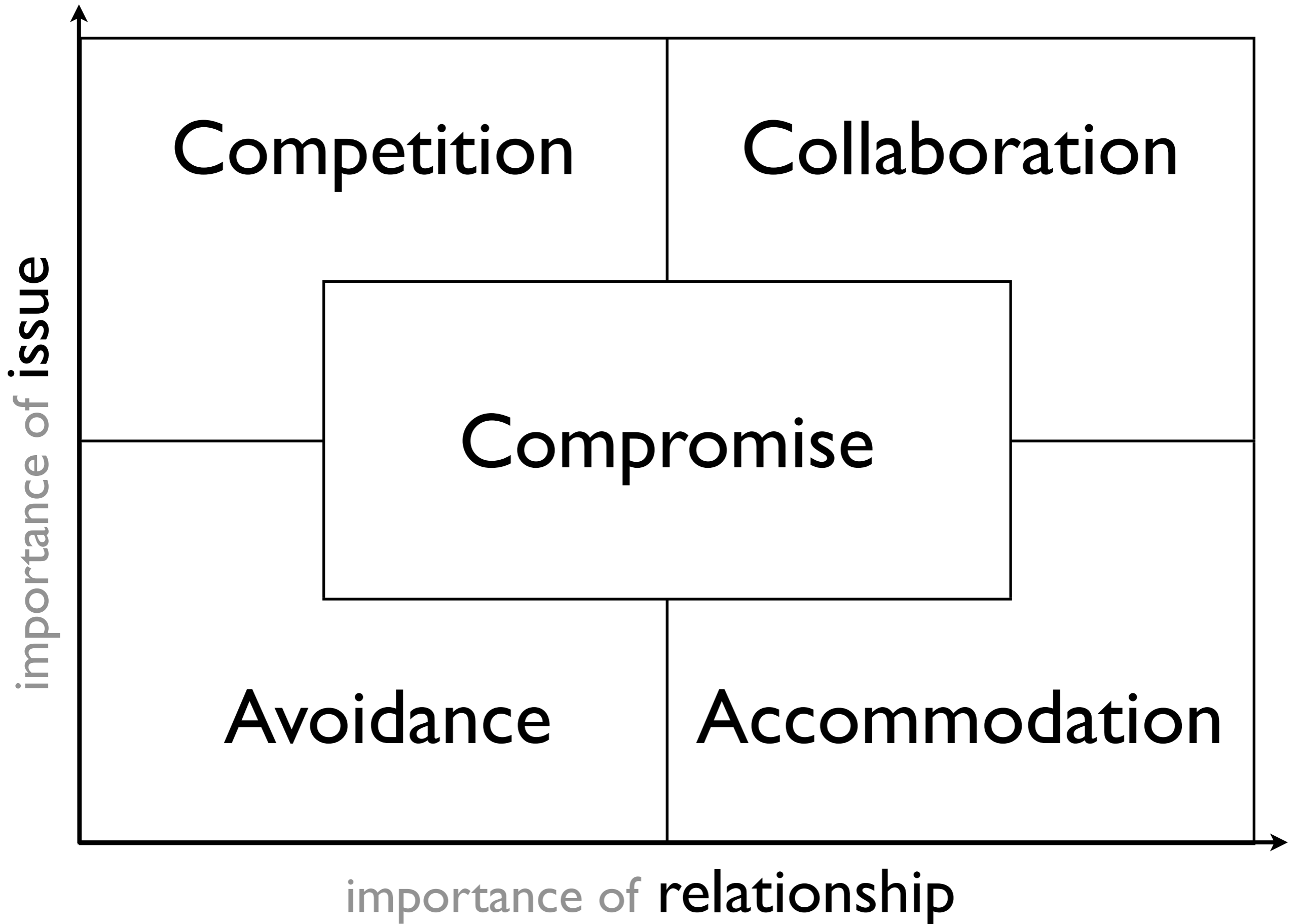
Competition

Compromise



Collaboration





Conflict Competency

Triggers





Filters

About me



I spend most of my time & energy building highly performant software development teams.

A seasoned agile coach, trainer & facilitator, I work hard to create environments where teams can discover how they work best. I have a deep understanding of agile, and am constantly looking for better ways to share knowledge and collaborate.

Find me (and this presentation) @
<http://jeremylightsmith.com/>

- Jeremy Lightsmith

- “What’s your conflict style? Understanding and dealing with [it],”
http://findarticles.com/p/articles/mi_qa3616/is_200407/ai_n9425833/
- “Conflict resolution styles,”
<http://www.wisc-online.com/objects/ViewObject.aspx?ID=PHR300>
- “Conflict Competence,”
<http://conflictcompetence.com/>
- “Taking the Thomas-Kilmann Conflict-Mode Instrument,”
<http://kilmanniagnostics.com/taketki.html>
- Photos
 - <http://www.flickr.com/photos/tjblackwell>
 - <http://www.flickr.com/photos/jamelah/16144383>
 - <http://www.flickr.com/photos/neoporcupine/1866929252>
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