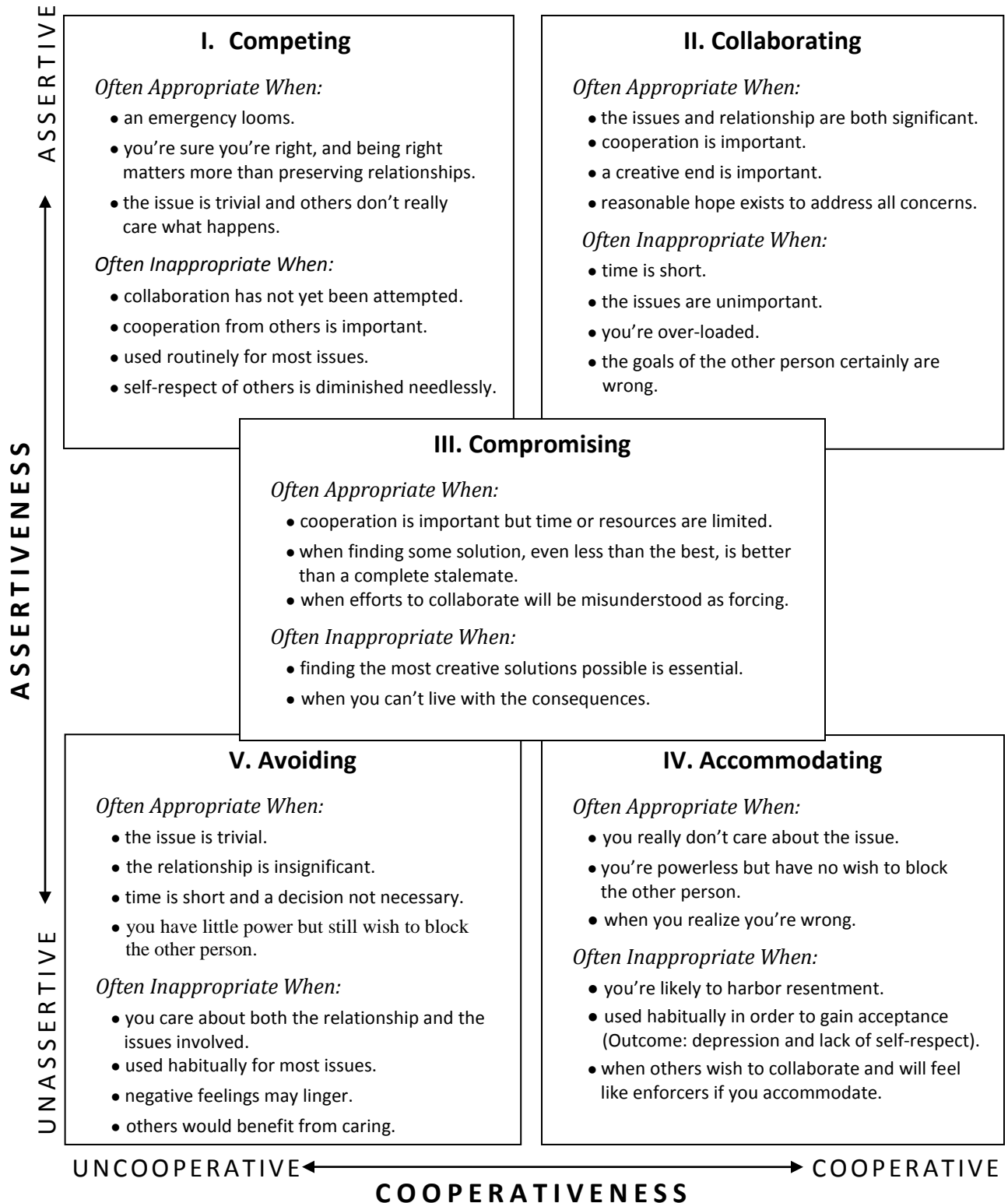




OMBUDS OFFICE

Harvard Medical School • Harvard Dental School • Harvard T.H. Chan School of Public Health

Conflict Styles *When To Use Which Style?*



*This two-dimensional model of conflict-handling behavior is adapted from "Conflict and Conflict Management" by Kenneth Thomas in *The Handbook of Industrial and Organizational Psychology*, edited by Marvin Dunnette (Chicago: Rand McNally, 1976).