Thomas-Kilmann Conflict Mode Instrument (TKI)

**Overview**
Conflict is often seen as negative, yet it can lead to great change and improvement. Using the TKI, each person receives a report on the five conflict styles or modes. Each mode is appropriate in different situations; each is effective at different times. Participants learn which mode is their primary style and when to use it for best results. Participants discover how to use their less preferred modes for conflict resolution in order to increase their effectiveness with others.

**Target Audience**
- Employees at all levels
- Leaders at all levels

**Learning Objectives**
By the end of the workshop, participants will be able to:
- Identify the five different conflict styles or modes,
- Understand their primary conflict style and the pros and cons of its use,
- Identify when a different conflict style will be more effective, and
- Learn how individual with a given style can constructively deal with teammates with different styles.

**Competencies**
- Communicate and Influences Effectively
- Builds Productive Relationships
- Influencing Others

**Course Content**
Five Conflict Styles or Modes
1. Competing: High assertiveness and low cooperativeness. The goal is "to win."
2. Collaborating: High assertiveness and high cooperativeness. The goal is "to find a win-win solution."
3. Compromising: Moderate assertiveness and moderate cooperativeness. The goal is "to find a middle ground."
4. Avoiding: Low assertiveness and low cooperativeness. The goal is "to delay."
5. Accommodating: Low assertiveness and high cooperativeness. The goal is "to yield."

**Who Needs to Take This Course?**
1. Individuals who what to enhance their communications skills
2. Individuals who mishandle conflict situations
3. Individuals who only use one method to address conflict
Format / Length of Course
  Format: Classroom
  Length: Varies, depending upon the request; typically 2 or 4 hours

Cost
  $40 per participant for materials