

The Thomas-Kilmann Conflict mode Instrument (TKI) is the number-one best-selling instrument for conflict resolution

TKI/Conflict Resolution

Help clients explore five conflict-handling modes

Kenneth W. Thomas and Ralph H Kilmann

People care about conflict. For the last 25 years, the Thomas-Kilmann Conflict Mode Instrument (TKI) has been the leader in conflict resolution assessment. It is used by internal and external HR and OD consultants as a catalyst to open discussions and lead learning about how our conflict-handling styles affect personal and group dynamics.

Ordering Information

| Cat No | Item | Availability |
|--------|--|--------------|
| 4813 | Thomas-Kilmann Conflict Mode instrument (<i>Self Scorable</i>) | A |
| 248148 | TKI Profile & Interpretive Report (<i>online</i>) | A |
| 48148C | TKI Profile & Interpretive Report (<i>colour</i>) | A |

TKI workshops seek to provide a forum for participants to see through the fear, anger, and frustration of conflict to the opportunities and potential for constructive outcomes. The

powerful TKI model demonstrates that conflict-handling behaviours are neither good nor bad. Rather, conflict resolution is simply a matter of expanding skill sets and choosing the most effective group of behaviours for a particular situation.

The forced-choice, self-scorable TKI inventory provides individual information about one's conflict-handling style compared to five distinct modes:

- | Competing: high assertiveness and low cooperativeness.
The goal is to "win"
- | Avoiding: Low assertiveness and low cooperativeness.
The goal is to "delay"
- | Compromising: moderate assertiveness and moderate cooperativeness.
The goal is to "find a middle ground"
- | Collaborating: High assertiveness and high cooperativeness.
The goal is to "find a win-win solution"
- | Accommodating: Low assertiveness and high cooperativeness.
The goal is to "yield"

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Thomas-Kilmann Conflict Mode Instrument (A)

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Help your clients see through conflict to resolution

The Thomas-Kilmann Conflict Mode Instrument (TKI) is the number-one best-selling instrument for conflict resolution. This easy-to-use, self-scoring exercise is fast and powerful. Participants select responses from 30 statement pairs to discover which of five conflict-handling styles is their preferred "mode". Interpretation and feedback materials help clients learn about the most appropriate uses for each mode and how to increase their comfort level with their less-used modes.

Used as a stand-alone tool by individuals, in a group learning process, or as a part of a structured workshop, the TKI is a practical approach to conflict resolution. Its simple-to-use format and easy-to-understand content have made it the centrepiece of training programs over a wide variety of applications. *Catalogue Number 4813*



Introduction to Conflict and Teams

Kenneth W Thomas & Gail Fann Thomas

Enhancing Team Performance Using the TKI

Many organisations successfully use the TKI for conflict management in team settings. This new booklet is designed to help people understand how individuals' TKI scores translate into the different conflict styles observed in teams. Team members will learn how individuals with a given style can constructively deal with teammates with different styles, how the entire group can identify its style, and how the team can compensate for any weaknesses in its style. Helps build group effectiveness and provides specific guidance for both the individual and the team. *Catalogue Number 4818*

Conflict Workshop Facilitator's Guide (A)

Save preparation time with this comprehensive presentation on the TKI conflict resolution program.

This training resource provides a comprehensive framework for effectively and engagingly presenting the tools and techniques for successfully managing conflict. It can be used by group facilitators at all levels, from new team leaders to experienced trainers and facilitators. The guide presents three different workshop formats—a two-hour, four-hour, and full-day format—and offers tips for customising the workshop for your audience.

The Conflict Workshop Facilitator's Guide contains all the materials necessary to fully explore the benefits of understanding conflict and using the appropriate "mode" to achieve positive outcomes for all involved.

The guide includes the following:

- | Different workshop formats and agendas
- | Presentation materials
- | 26 overhead masters
- | Group activities
- | 3 different group exercises
- | Reference copy of the Thomas-Kilmann Conflict Mode Instrument (TKI)
- | Commonly asked questions and answers about the TKI
- | Conflict mode 'role play' game with 13 different scripts

Catalogue Number 4800

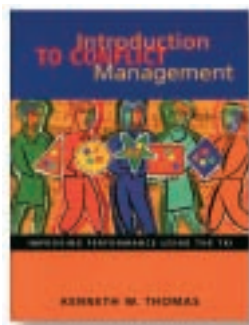


Introduction to Conflict Management

Improving Performance Using the TKI

Take the next step in understanding your TKI scores and improving conflict-handling effectiveness

This booklet, designed to accompany the Thomas-Kilmann Conflict Mode Instrument (TKI), provides the next step in understanding and applying the five conflict-handling modes: avoiding, competing, accommodation, compromising, and collaborating. Written by one of the TKI authors, a widely recognised conflict expert, this guide provides an in-depth focus on all five conflict-handling modes—when to use each mode, as well as specific techniques and detailed guidance on how to carry out each mode effectively. Clients will discover ways to make a mode work for them and how to reduce that mode's negative side effects. This new booklet is a must-have for participants in any TKI conflict training, enhancing learning and reinforcing the concepts and practices that will enable successful conflict resolution in organisations. *Catalogue Number 4816*



Thomas-Kilmann Conflict Mode Instrument Profile & Interpretive Report (A)

The TKI Profile and Interpretive Report follows the same basic format as the best-selling paper-and-pencil version but is tailored specifically to each individual participant. Each personalised report shows graphically how the participant uses five conflict-handling modes.

Competing: High assertiveness and low cooperativeness – The goal is 'to win'.

Avoiding: Low assertiveness and low cooperativeness – The goal is 'to delay'.

Comprising: Moderate assertiveness and moderate cooperativeness – The goal is 'to find the middle ground'.

Collaborating: High assertiveness and high cooperativeness – The goal is 'to find a win-win solution'.

Accommodating: Low assertiveness and high cooperativeness – The goal is 'to yield'.

Based on the participant's particular use of each approach (high, average or low), the report offers specific suggestions to help him or her understand the pluses and minuses of a particular conflict-handling style, with suggestions for considering alternative approaches. *Catalogue Number 248148 (online) – 248148C (colour)*

Save time and enjoy added convenience with the TKI online!



only available online at the APP Website