



TKI

THOMAS-KILMANN CONFLICT MODE INSTRUMENT

Fast and accessible conflict management from the world's leading conflict tool

The TKI (Thomas–Kilmann Conflict Mode Instrument) is the world's best-selling assessment for understanding how different conflict-handling styles affect interpersonal and group dynamics.

Conflict, whether it is overtly confrontational or simmering under the surface, is an ever-present force in the workplace. 85% of employees across Europe say that they deal with some form of conflict on a daily basis, and the average employee spends 2.1 hours a week dealing with it. For the UK alone, that translates to 370 million working days lost every year as a result of conflict.*

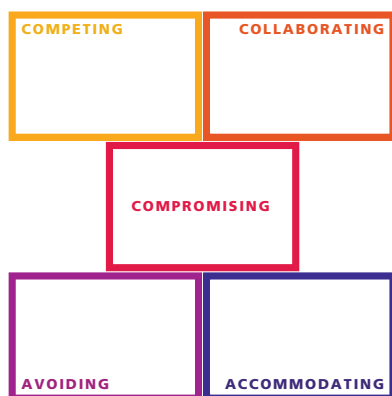
Using the TKI reduces wasted time and prevents the damage to working relationships caused by conflict. Fast and accessible, it gives you access to immediate, actionable strategies, with no prior knowledge or training, and this can prevent conflict from escalating into something more serious.

The TKI measures five simple conflict-handling modes, and shows how each of them can be used in different situations to get the most efficient

and beneficial result. Ultimately, it can reframe conflict as a way of fostering innovation rather than as a distracting and emotive force.

Reducing conflict or using it more productively in your organisation can be quicker and more cost-effective than you think, so don't just put up with conflict: tackle it with the TKI.

The Five Conflict-Handling Modes



Benefits

- > Deliver immediate, actionable results to troubleshoot conflict situations fast
- > Save time and money – no prior knowledge or qualification is required, so the tool is suitable for line managers as well as L&D professionals
- > Prevent costly legal repercussions by dealing with conflict before it escalates
- > Transform conflict from wasteful and damaging to constructive and useful

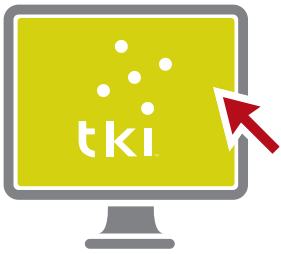
Key features

- > Uniquely measures approaches to conflict against five conflict-handling modes
- > Identifies a preferred mode and how it affects conflict outcomes
- > Provides specific tactics for achieving better outcomes from conflict situations
- > Delivers results you can trust – the TKI is the world's best-selling and most-researched conflict management tool
- > Can be used with teams or individuals, creating a wholly constructive and positive environment

Applications

- > Conflict resolution
- > Conflict management

*Flight, Fight or Face It: OPP Conflict Research 2008



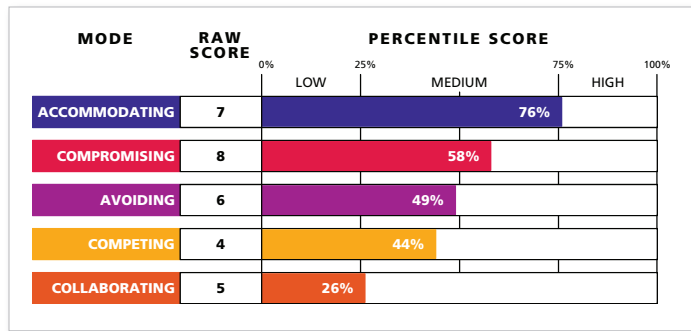
Easy online administration

OPP's online administration platform OPPassessment provides a quick, convenient way to administer the TKI tool and to generate reports with interpreted results.

Powerful conflict management

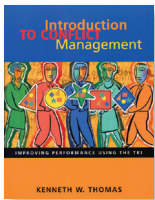
TKI Profile and Interpretive Report

Improves business effectiveness and deals with conflict fast by showing the person's preferred conflict approach against the five conflict handling modes, and providing tactics that lead to better conflict outcomes



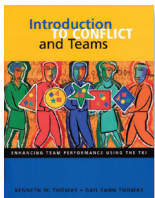
“ There aren't many situations where doing a TKI analysis isn't useful – which is why I've used it so much; it's so wonderfully generic and simple. People don't get stuck on it or debate it or resent being put into a box. It works quickly and effectively. ”

Michael Brown, Behavioural Change Consultant, Real Learning for a Change



Self-Scorable Question and Answer Booklet

Provides a quick and accessible way to administer the tool during a group session, allowing participants to drive their own development



Introduction to Conflict Management

Takes conflict management to the next level with in-depth, ready-made techniques and guidance for dealing more effectively with the conflict approach of others

Introduction to Conflict and Teams

Makes your team more effective by identifying potential conflict flash points and providing off-the-shelf solutions that optimise the use of conflict within your team

Conflict Workshop Facilitator's Guide

Saves you the time of designing conflict workshops yourself, with sample agendas, group activities and ready-to-use slides; suitable for all levels, from new team leaders to experienced trainers and facilitators

Language availability

OPP provides TKI assessments and reports in many languages, and is continually expanding this availability. Please visit www.opp.eu.com/languages for details.

Application training

Although qualification training is not required for this tool, many people have found OPP's optional training day helpful in applying the TKI tool. The workshop will give you the confidence to immediately resolve conflict using the simple TKI model.

1 day > Managing Conflict Using the TKI
Open to all