



Managing Conflict using TKI®

**Make Conflict work for you.
Use the TKI® Instrument to elevate performance.
*Turn conflict into opportunity.***

PROGRAM HIGHLIGHTS

- + Immediately acquire the skills to assess and respond to conflict in the workplace, with individuals and teams
- + Increase awareness of your own and others' natural styles of conflict management
- + Get five practical, situation-specific approaches for effective conflict-resolution using the five TKI conflict-handling styles
- + Learn how to use conflict as a positive driver of innovation, rather than a destructive experience best avoided

What you receive with enrollment

- + Thomas-Kilmann Conflict Mode (Self-Scorable Booklet)
- + Introduction to Conflict Management Booklet

Contact us today to find out more.

Email: enrolment@cppasiapacific.sg

Call: +65 6396 6331

Fax: +65 6396 6332

Managing Conflict using TKI® Program:

The 1 Day Program will equip you with the knowledge of the TKI® conflict-resolution model and how to resolve conflict positively.

By showing people alternative ways to resolve conflict, rather than always reverting to their default conflict-resolution strategy, you will empower them to seek positive outcomes from conflict situations, boosting productivity and reducing the need for mediation.

With these practical skills, you will be able to facilitate others to apply different conflict-handling styles according to the situation.

PROGRAM DETAILS:

Morning (9am)

- Differing perceptions of conflict in the workplace and how to recognize conflict
- The TKI conflict resolution model and its five conflict-handling styles
 - Competing
 - Collaborating
 - Compromising
 - Avoiding
 - Accommodating

Lunch Break (12.30pm – 1.30pm)

Afternoon (1.30pm – 6pm)

- Strategic ways to resolve conflict using practical exercises
- Simple exercises to enable you to run your own conflict management course with the TKI tool
- Conflict management success stories

Date:

15 March 2017 (Wednesday)

Participant's Details

Name: Ms/Mdm/Mrs/Mr/Dr.....

Position:

Organization:

Email:

Tel: Fax:

Address:

.....

.....

City: Postcode:

Country:

Your MBTI Type (if known):

Highest Qualification Obtained:

Registered Psychologist: Yes No

Agreement

I hereby certify that the information supplied in this registration is true and correct, to the best of my knowledge. I certify that I have read the conditions of attendance in this training program and I agree to abide by the conditions relating to them.

Signature: Date:

Send Materials to: Participant Contact Person

Invoice to: Participant Contact Person

Payment Enclosed: Non-refundable deposit of S\$165 Full payment

Contact Person's Details (If different from Participant's)

Name: Ms/Mdm/Mrs/Mr/Dr.....

Position:

Organization:

Email:

Tel: Fax:

Address:

.....

City: Postcode:

Country:

Fees

Program Fee: SGD 480
(Skillsfuture Credit Claimable)

Course ID: CRS-N-0034201 (for SFC applications)
(Fee is before GST and delivery charges, if applicable)
(Program fee will be valid till 31 Dec of the calendar year)

Registration

Submit the completed registration form to:

- E-mail: enrolment@cppasiapacific.sg

Registration will only be accepted and processed when payment has been made.

*Program fee will be valid till 31 Dec of the calendar year.

Payment, Refund & Transfer Policy

Payment

- A non-refundable deposit of S\$165 or full payment of the program fee including GST and delivery charges for the program materials will need to be submitted with every registration form.
- Registration will only be accepted and processed when payment has been received.
- Payment can be made using cheque, (Amex, Visa, Master) credit cards or bank transfers. (Contact us for bank details for bank transfers)
- Bank Transfer charges to be paid by customers

Participants may cancel attendance or transfer to a future program subject to the following conditions;

Cancellation

- 50% for those received in writing more than one week.
- No refund if cancellation received less than one week before program.

Transfer

- A transfer fee of S\$165 (before GST) will have invoiced for every transfer request.
- The participant is required to pay the transfer fee within 7 days of receiving an invoice for such fees.
- The participant will not be transferred until payment is received.

Full details of terms and conditions are available at:
<https://www.cppasiapacific.sg/terms/cpp-asia-pacific-pte-ltd-terms-and-conditions/>