

Harnessing Conflict using TKI

Public Workshop

29 November 2022



Thomas Kilmann Conflict Mode Instrument (TKI®)

The TKI questionnaire identifies five distinct conflict styles and provides people with conflict-management solutions. By helping individuals understand their default approach in conflict, it encourages the exploration of alternative ways to handle different situations

Who Should Attend?

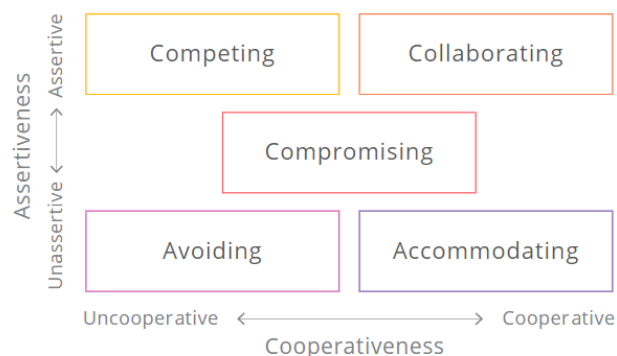
- The workshop is suited for all members of organization or group, from personnel to senior management.
- This session need not necessarily be aimed at existing teams. It can provide significant opportunity for personal growth and development for a broader selection of participants, by sharing their diverse experiences.

Program outline

- Differing perceptions of conflict in the workplace and how to recognize conflict
- Being assertive in the right situations
- The Thomas Kilmann Conflict Management Model (TKI) and understanding your Conflict Management Modes

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- Strengths and challenges of each mode and how to maintain assertiveness for each mode
- Appropriate application of each TKI Conflict Management Mode
- Recognizing and dealing with fear
- Persuasion skills and coping with criticism
- Strategic ways to resolve conflict using practical exercises
- Simple exercises to enable you to run your own conflict management course with the TKI tool