



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.asia@themyersbriggs.com
Call: +65 6914 1032

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
 - o Competing
 - o Collaborating
 - o Compromising
 - o Avoiding
 - o 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