

Manage the impact of workplace conflict

The TKI assessment provides insight into an individual's typical response to conflict situations using one or more of five conflict-handling modes, or styles: competing, accommodating, avoiding, collaborating, and compromising.

These modes reflect varying levels of assertiveness and cooperation. By identifying alternative conflict resolution styles and how and when to use them most effectively, the TKI assessment helps people reframe and defuse conflict, creating more productive outcomes.

Understanding conflict resolution styles

The Thomas Kilmann conflict mode Instrument (TKI® assessment) is the world's best-selling conflict management tool because it helps trainers, managers, and other professionals conduct productive one-on-one and group discussions about conflict. In a recent survey, 79% of customers consider the TKI tool's conflict management applications to be the most valuable to their organization. The instrument helps people understand how using different conflict management styles affects interpersonal and group dynamics, empowering them to choose the best approach for any situation.



Conflict management that resonates

The TKI assessment supports:

- **Team building**—The TKI assessment's simple and effective conflict resolution model improves team functioning, helping members work together more effectively.
- **Leadership development**—The TKI assessment's insights enhance leaders' conflict management skills and ability to reconcile differences.
- **Performance improvement**—The TKI assessment helps eliminate barriers to success in the workplace.
- **Stress reduction**—The TKI assessment gives employees the capacity and tools to remove a common cause of work-related stress.
- **Retention**—With the means to address conflict effectively, employee morale and success improve, enabling you to build a stronger organization and retain the best talent.

