



Thomas-Kilmann Conflict Mode Instrument



Be better.

#### PRODUCT BENEFITS

- + Offers five practical, situation-specific approaches to dealing with conflict effectively
- + Demonstrates how and when to use each conflict-handling style
- + Requires no special training to administer and interpret
- + Reflects today's increased diversity based on an updated normative sample

#### PRODUCT FEATURES

- + Is the most widely used conflict management instrument available
- + Explains five conflict-handling styles – competing, collaborating, compromising, avoiding and accommodating
- + Instructs individuals about appropriate uses for each conflict-handling style
- + Comprises just 30 items, so it's quick (just 15 minutes) and easy to administer and understand
- + Is available both online and in a self-scorable, paper-and-pencil format
- + Provides a personalised interpretation and analysis of an individual's TKI® scores
- + Uses norms based on a revised sample that closely mirrors the gender, racial, ethnic, and job-level diversity in the workplace

Make conflict work for you.  
Use the TKI® to elevate performance and turn conflict into a positive.

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

The research-backed TKI® offers a practical way to initiate safe and nonemotional dialogue to resolve conflict. That's why it's ideal for use in so many different situations. It can also improve organisational productivity by helping people gain insight into their own and others' behaviour – which, in turn, helps them make better choices about outcomes.

The TKI® has helped businesses, educators, and organisational development professionals successfully address their conflict management needs for 4 decades. Use it in your organisation as the foundation for developing a common language that helps people think effectively and communicate clearly about conflict and how to manage it.

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*The people development people.*

## Thomas-Kilmann Conflict Mode Instrument (TKI®)

### MEETING YOUR NEEDS

The *Thomas-Kilmann Conflict Mode Instrument* can be used alone or in combination with the *Myers-Briggs Type Indicator*® (MBTI®) instrument. It provides a solid foundation for all your conflict resolution initiatives.

- + Conflict Management – reduce conflict and work together more effectively
- + Team Building – improve the performance of your team
- + Leadership and Coaching – develop capable and effective leaders at all levels
- + Retention – protect what is most valuable

### THE POWER OF THE TKI®

The *Thomas-Kilmann Conflict Mode Instrument* can provide a variety of insights into organisations and can be a useful tool for organisational conflict interventions. A copy of the Technical Brief for the TKI® can be obtained from CPP Asia Pacific.

### BEST SELLERS

- + *Thomas-Kilmann Conflict Mode Instrument Profile and Interpretive Report* (online)
- + *Thomas-Kilmann Conflict Mode Instrument* (self-scorable)
- + *Introduction to Conflict Management*
- + *Introduction to Conflict and Teams*
- + *Conflict Workshop Facilitator's Guide*



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“The TKI® has been valuable in supporting our facilitators and participants to engage in meaningful discussion about differences when it comes to understanding and responding to conflict. Our Conflict Resolution program is more robust as a result of utilising TKI®.”

Tania Horozides, General Manager, The Maura Fay Group

## Your Guide to Performance

CPP Asia Pacific is a leading provider of psychological instruments, product solutions and professional services; through which we enable our customers and partners to transform individual, team and organisational performance.

Operating for over 20 years, CPP Asia Pacific now has offices throughout the Asia Pacific region, including: Australia, New Zealand, Philippines, Singapore, People's Republic of China, Hong Kong, India and Thailand.

As a subsidiary of CPP, Inc., CPP Asia Pacific is proud to be the certification provider and distributor of the world renowned Myers-Briggs Type Indicator® (MBTI®) instrument, in addition to representing other leading psychological assessment and development instruments.

With our expert support and guidance, representatives of businesses of all sizes, government agencies, educators and training and development consultants in more than 100 countries administer our instruments to millions of individuals each year.

**Let's make a difference together. Talk to us to see how.**

