



Be better.



Making Conflict Work for You

The *Thomas-Kilmann Conflict Mode Instrument* (TKI) is the world's best-selling assessment 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 organizational productivity by helping people gain insight into their own and others' behavior—which in turn helps them make better choices about outcomes.

Administered in easy-to-use online and self-scorable formats, the TKI has helped businesses, educators, and organizational development professionals successfully address their conflict management needs for more than 30 years. Use it in your organization as the foundation for developing a common language that helps people think effectively and communicate clearly about conflict and how to manage it.

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 assessment available
- + Explains five conflict-handling styles—competing, collaborating, compromising, avoiding, 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 personalized 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



The people development people. **cpp**

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®) assessment. It provides a solid foundation for all your conflict management 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 organizations and can be a useful tool for organizational conflict interventions. A copy of the Technical Brief for the TKI can be downloaded from: www.cpp.com/products/tki/TKI_Technical_Brief.pdf.

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*

Robb Pardee Strategic Leadership Coaching

868 W. Street Rd. # 134
Warminster, PA 18974
Phone: 215-259-3773
Fax: 215-259-5017

rpardee@strategicleadershipcoaching.com
www.strategicleadershipcoaching.com

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“ The TKI is helping us create an environment that's open to creative solutions to conflicts. ”

Dorothy Beineix, HRD Consultant and Trainer,
Vision Service Plan (VSP)

Your Guide to Performance

At CPP, our only job is to help you be a better people development professional and, in turn, help every employee flourish. While we're best known for our products like the Myers-Briggs Type Indicator assessment, CPP is also a group of people who can offer you the information, guidance, and support you need. We offer solutions to help you improve organizational performance and address whatever challenges you face – from team building, leadership and coaching, and conflict management to career development, selection, and retention. Perhaps that's why millions of individuals in more than 100 countries use our products each year. They include people at *Fortune 500* companies and businesses of all sizes, as well as educators, government agencies, and training and development consultants.

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

650-969-8901 : www.cpp.com/TKI : custserv@cpp.com

1055 Joaquin Road, 2nd Floor, Mountain View, CA 94043

800-624-1765 : www.cpp.com : The Myers-Briggs® experts



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