THE PROPEL
## CONSULTING GROUP

TKI Assessment
Thomas-Kilmann Conflict Mode Instrument

The TKI tool is the world's best selling assessment for understanding how different conflict-handling styles affects interpersonal and group dynamics, allowing and empowering them to choose the appropriate style for any situation. By assessing an individual's typical behavior in conflict situations the TKI tool describes one's typical behavior along two dimensions: assertiveness and cooperative-ness. It then provides detailed information about how that individual can effectively use five different conflict-handling styles.
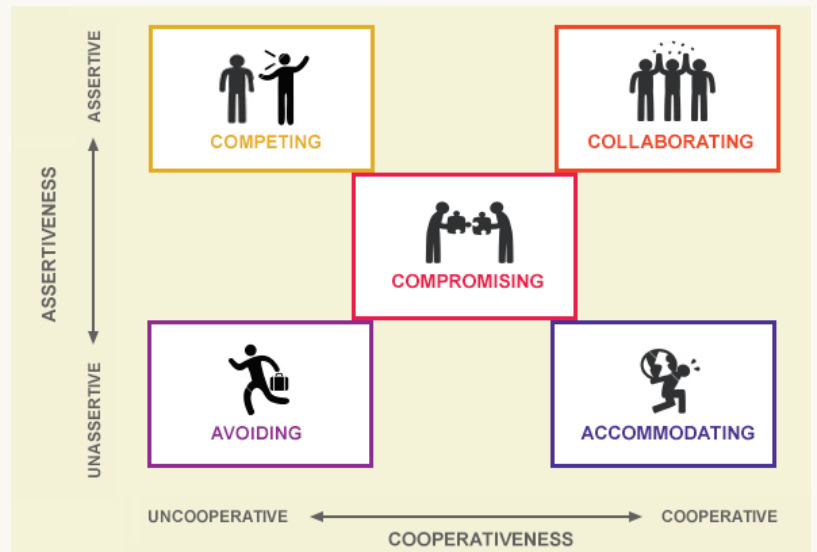
The Five Conflict Handling Styles

Competing: You try to satisfy your own concern at the other person's expense

Collaborating: You try to find a win-win solution that completely satisfies both people's concerns

Compromising: You try to find an acceptable settlement that only partially satisfies both people's concerns

Avoiding: You sidestep the conflict without trying to satisfy either person's concerns

Accommodating: You attempt to satisfy the other person's concerns at the expense of your own

Is TKI the best tool for you to use for conflict management? YES!

• Facilitates learning to use five practical, situation-specific styles for dealing with conflict effectively (competing, collaborating, compro-mising, avoiding, accommodating)

• Helps trainers, managers, and other professionals open productive one-on-one and group discussions around conflict

• Reflects today's gender, racial, ethnic, age, and job-level diversity in the workplace—based on an updated normative sample

The TKI Assessment is IDEAL for a wide range of applications including:

• Conflict management—to identify different conflict-handling styles and to learn how to choose the appropriate style for any situation

• Team building—improves team functioning by helping members reconcile differences and work together more effectively

• Leadership development—enhances leaders' conflict manage-ment skills

• Performance improvement—helps eliminate barriers to effective performance

• Stress reduction—gives employees the capacity and tools to identify and manage workplace stress

• Retention—helps employees be successful, improve morale, and stay engaged in order to build a stronger organization and retain the best talent