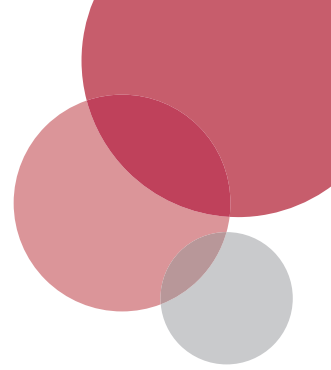


Thomas-Kilmann Conflict Mode instrument



The Thomas-Kilmann Conflict Mode Instrument is a versatile and easy-to-use instrument that helps people identify their preferred approach to conflict. It reveals how different conflict-handling styles affect the outcome of a conflict situation, both in terms of relationships and results. Its simple but insightful framework also helps open group discussions around conflict or critical decision-making. The TKI is proven to be an effective tool for enhancing interpersonal and group dynamics at every level of an organisation.

The TKI assesses an individual's behaviour in conflict situations using two basic dimensions of assertiveness and cooperativeness. These two dimensions of behaviour are refined to identify the following five conflict handling modes:

- Competing – the goal is “to win”
- Avoiding – the goal is “to delay”
- Compromising – the goal is “to find a middle ground”
- Collaborating – the goal is “to find a win-win solution”
- Accommodating – the goal is “to yield”.

Learning comes from exploring how anyone can adopt any of the five modes, and when it might be appropriate to do so.

