



## THE TKI ASSESSMENT

### Thomas-Kilmann Conflict Mode Instrument (TKI) Helps Create a More Satisfying and Productive Work Environment

Conflict can negatively affect productivity, decision making, and retention. By resolving conflicts more effectively, you can strengthen your organization and improve results. By making conflict management a core competency, you can create a satisfying and productive work environment throughout your enterprise. These are the goals of the *Thomas-Kilmann Conflict Mode Instrument (TKI)*, the world's best-selling conflict management assessment. Using the TKI tool and its complement of support materials, participants learn how different conflict-handling modes, or styles, affect interpersonal and group dynamics and how to select the most appropriate style for a given situation.

For more than three decades, businesses, educators, and organizational development professionals have used the TKI tool successfully. Your company can use it as the foundation for conflict literacy—for developing a common language that helps people think effectively and communicate clearly about conflict and how to manage it.

## PRODUCT BENEFITS

### The TKI assessment offers the following benefits:

- Offers a pragmatic, situational approach to conflict resolution
- Demonstrates how and when to use the five conflict-handling styles effectively
- Scoring reflects the increased diversity of the updated norm sample, better illustrating the gender and ethnic composition of the U.S. workforce

## PRODUCT FEATURES

### The TKI tool offers the following features:

- Includes just 30 items, so it's easy to administer and understand
- Is available online through SkillsOne.com, CPP's online assessment delivery system, and in self-scorable, pencil-and-paper format
- Identifies five conflict-handling modes—competing, collaborating, compromising, avoiding, and accommodating—along two dimensions, assertiveness and cooperativeness
- Uses norms based on a newly revised sample that closely reflects the gender, racial, ethnic, and job-level diversity in the workplace
- Provides personalized presentation and analysis of an individual's TKI scores via the TKI Profile and Interpretative Report

## APPLICATIONS

- Conflict management
- Team building
- Leadership development
- Retention

TKI™



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The TKI assessment 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 Thomas-Kilmann Conflict Mode Instrument can be downloaded from:

[www.cpp.com/products/tki/TKI\\_Technical\\_Brief.pdf](http://www.cpp.com/products/tki/TKI_Technical_Brief.pdf).

## BEST SELLERS

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



“Developing effective conflict management as a core competency can be accomplished easily with the *Thomas-Kilmann Conflict Mode Instrument* and can generate an immediate and measurable return on the investment.”

– Dr. Randall Wade, Business Technology Chair at Rogue Community College, Grants Pass, Oregon; author of the case study *Call Centers Can Increase Customer Satisfaction Through Effective Conflict Management*.

## The Industry Leader: Experience you trust, quality you expect

For more than 50 years, consultants, coaches, educators, and business professionals have made CPP's world-renowned assessments an integral part of their workforce development solutions—using them to build strong teams, coach leaders, reduce workplace conflict, and select and nurture a company's brightest talents. Global 1000 leaders have seen additional return on their training investment by making CPP their one-stop provider for the industry's leading assessment tools and end-to-end professional services. From start to finish, CPP delivers the most comprehensive set of training and organizational development solutions available anywhere.

To learn more, read *Introduction to Conflict Management* or visit [www.cpp.com/TKI](http://www.cpp.com/TKI) or call us at 800.624.1765.

For more information or to schedule a training workshop  
Visit: [www.cpp.com/contactps](http://www.cpp.com/contactps)

Call CPP Customer Relations  
Toll free: 800.624.1765  
Tel: 650.969.8901  
E-mail: [proservices@cpp.com](mailto:proservices@cpp.com)



CPP, Inc.  
1055 Joaquin Road, 2nd Floor  
Mountain View, CA 94043

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