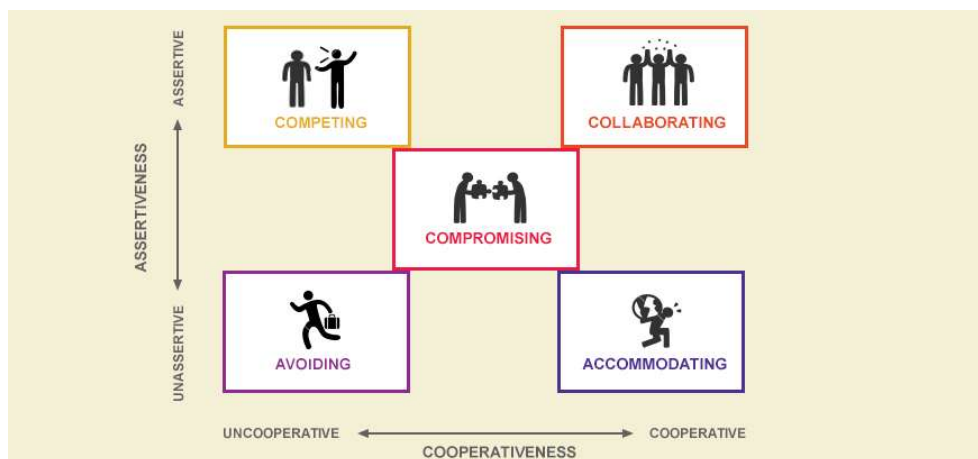


Thomas Kilmann Conflict Instrument

Our personal conflict style is largely shaped in childhood, and a classic case of nurture rather than nature. However, what worked well for us in our childhood, does not necessarily serve us well in the grown-up world of corporate life. The TKI is a sensitive and insightful psychometric to help us gain greater self-awareness into our style of conflict, and to explore how other conflict management modes may sometimes be more effective, depending on the situation. This assessment helps participants to build much greater flexibility and emotional intelligence to help them navigate conflict at work, as and when it arises.



Not all conflict is bad, however. Some conflict is crucial to ensure that we have understood the true extent of a problem, its multifarious impacts, and how we can use conflict to build greater understanding and stronger teamworking. The key to managing conflict successfully is to teach your people how to cope with it for themselves, rather than relying on management intervention.

When we work with groups and teams to help them raise their conflict management game, we not only building understanding about the importance of different perspectives, we also help them assess their current practice, and teach them a ground-breaking new approach to help them resolve even the deepest of misunderstandings, in our Peaceful Warrior process. This explores deep listening to create overstanding (not just understanding) and build true empathy, from which we can work together more respectfully and constructively to build bridges.

And if your team is still struggling, and you need a more formal mediation intervention, we can help with that, too.

You know one of the best things about our conflict management and Peaceful Warrior approach? It will benefit ALL your relationships, not just those at work.