

Thomas-Kilman Conflict Mode Instrument (TKI)

About the Instrument

The TKI is the world's best-selling assessment instrument for understanding how different conflict-handling styles impact interpersonal and group dynamics. The Thomas-Kilman Conflict Mode Instrument (TKI) assesses an individual's behavior in conflict situations and then describes that behavior along two Important dimensions: assertiveness and cooperativeness.

The TKI provides specific information about how individuals can use the five different modes (styles) of dealing with conflict – Competing, Collaborating, Compromising, Avoiding, and Accommodating. The TKI demonstrates that these specific behaviors for dealing with conflict are neither good nor bad, but are simply ways that one can choose to deal with conflict situations.

Benefits of the Thomas-Kilman Conflict Mode Instrument

- Offers five practical, situation-specific styles for dealing with conflict situations
- Demonstrates when one might choose to use a given style for dealing with specific conflict situations
- Helps managers in their discussions with employees when conflict arises
- Comprises only 30 items, fast to take (approx.15 minutes), and easy to understand
- Helps individuals understand their behavior and the behavior of others.

TKI Use in Organizations

- Conflict Management – identifies several approaches for dealing with conflict
- Leadership Development – provides leaders with the tools to handle conflict
- Performance Enhancement – provides proven strategies to deal with conflict and improve employee performance
- Team Building – provides the needed conflict-management skills for team leaders to help them deal with a range of conflict situations.