



Introduction to Conflict Management

Improving Performance Using the TKI

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(English, Traditional Chinese & Simplified Chinese versions)

Help your clients improve their conflict-handling effectiveness

This practical and insightful booklet, which was designed to accompany the TKI assessment and provide the next step in understanding and applying results from the TKI,

- Focuses in depth on all five modes—when to use each style, and specific techniques and detailed guidance for employing each style effectively
- Suggests tips for reducing each style's negative side effects
- Helps clients improve their conflict-handling skills
- Enables successful conflict management in organizations
- Is a must-have resource for participants in any TKI conflict training

TKI™