

Managing Conflict with the TKI® Assessment

CEGOS SWISS. ONE ESSENTIAL AT A TIME.



What's in it for you?

Conflict mastery isn't just about resolution; it's about leveraging diverse conflict styles and turning conflicts into opportunities for collaboration and growth.

In the dynamic landscape of modern workplaces, effective conflict management is a powerful catalyst for growth.

Empower your teams with the prowess to navigate conflict deftly through our Managing Conflict learning journey.

Discover the transformative power of the Thomas-Kilmann Conflict Mode Instrument – TKI®, unveiling five distinct conflict styles: Avoiding, Accommodating, Compromising, Competing, and Collaborating.

This tool is the key to understanding, assessing, and strategically handling conflict situations. With the TKI® assessment, your people discover their default conflict approach and throughout our learning journey, they equip themselves with the ability to flexibly adopt other styles and discern the optimal strategy for diverse scenarios.

Our transformative learning journey empowers your people to adapt their approaches, turning conflicts into opportunities for collaboration and growth.

Who should attend?

Leaders & People Managers.

Good to know:

Managers reported spending

18% to 26%

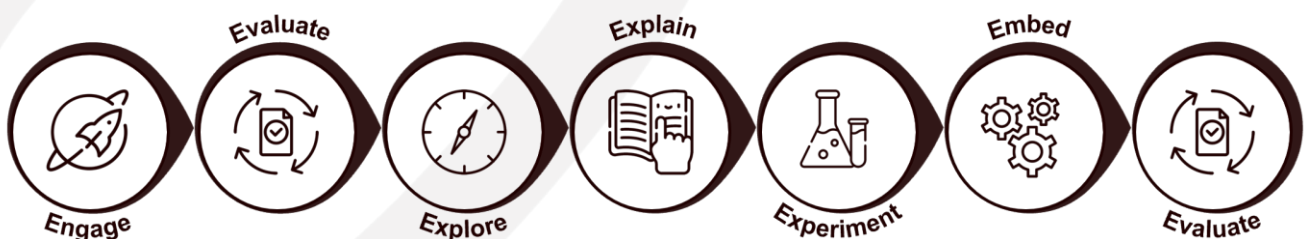
of their time dealing with conflicts, depending on their organizational level.



The world's best-selling conflict management tool.

Cegos Learning Framework

We apply our holistic and dynamic Learning Framework to build learning journeys that deliver more than just awareness of competencies and skills.



Every journey engages the learners beyond knowledge, learning step by step, to explore, experiment and embed their learning, transforming skills into performance.

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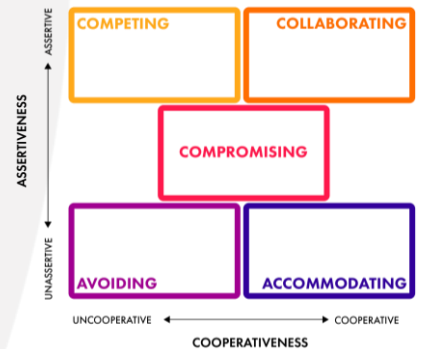


By completing this learning journey, they will:

- Uncover conflict modes: grasp the intricacies of the TKI® assessment, comprehending the five conflict modes and their nuanced applications in diverse conflict scenarios.
- Heighten self and others' awareness: elevate awareness of personal and others' conflict styles, enabling a deeper understanding of communication differences and conflict resolution preferences.
- Refine conflict assessment skills: develop proficiency in evaluating conflict situations, selecting appropriate strategies, and practicing varied conflict modes for optimal resolution.
- Craft actionable conflict resolution plans: create personalized action plans, fostering the development of more effective conflict resolution skills within individuals and teams.

#MAKINGADIFFERENCE

A proven model:



Thomas-Kilmann
Conflict Mode Instrument®

Digital learning:

- [Managing conflict in your team: strategies for organizational growth](#)
- [How to handle conflict: from conflict to personal growth](#)

Delivery modes:



Blended learning accessible in our [LearningHub](#).



Can be delivered **in-person and/or virtually** as most appropriate to you and your learners.

Duration: 14h total learning



6 hours of instructor-led learning.



8 hours of self-directed and on-the-job learning.

REF: MCN

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"Conflict isn't a barrier; it's an opportunity for growth."

#TIL