



Managing Conflict using the TKI 1 Day Training Course

Enabling individuals to
manage conflict
constructively and positively

Course Aim

To enable individuals to manage conflict constructively and positively and therefore minimise the incidence of difficult behaviour.

About the course

Conflict is a fundamental part of human relationships so we should not expect a conflict free workplace. All workplaces will have some degree of conflict within them, but some will have major problems because of the conflict, while others will experience few difficulties.

This course is designed to give people a basic understanding of conflict and introduce the skills to be able to manage it effectively to prevent it spilling over and becoming destructive and harmful. It uses the Thomas Kilman Conflict Mode Instrument (TKI) developed in the 1970's.

The TKI delivers insight, empowerment and resolution to anyone involved in conflict. By identifying alternative conflict styles, it helps people reframe and defuse conflict, creating more productive results.

Course Outcomes

Participants will:

- Raise awareness of their preferred conflict management styles and potential blind spots
- Explore different approaches to conflict management
- Develop knowledge of which conflict handling strategies to deploy and when to deploy them
- Create an action plan to develop their conflict management style

Who should attend

The course is suitable for line managers, team members or anyone who would like to handle conflict quickly and effectively.

Course Outline

Interactive Team Exercise

Teams take part in an experiential conflict exercise which:

- Explores the issues of risk and trust between team members and the effects of trust betrayal.
- Demonstrates the effects of competition between teams and the potential advantages of a collaborative approach to solving problems.
- Contrasts participants actual behaviour with their expressed intentions.

Understanding Conflict

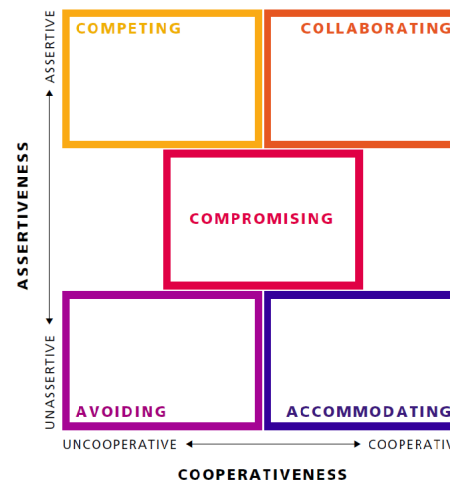
- Defining conflict.
- Sources of conflict at work
- Conflict: eliminate or keep? Clarifying our aim.

Conflict Managing Styles

- History, background and theory of the Thomas Kilman (TKI) model
- Identifying our default approach in conflict by reviewing our personal TKI profile
- Appropriate uses of the five conflict styles

Conflict style familiarisation

- Identifying the skills and behaviours required to use each style effectively
- Exploring alternative and preferred responses to conflict and how this affects conflict outcomes



Working towards Collaboration

- An exercise in navigating through conflict, using preferred responses and applying and practising the learning.
- Creating value and increasing joint satisfaction

Coaching Others through Conflict

- Helping others to identify and use optimum behaviour in conflict situations

Reflection and Personal Development

- Participants have the opportunity to assess past or current conflict situations.
- Action planning the transfer of learning to the workplace

Pre Course Activity

- In order to participate and benefit fully in this workshop, participants will need to complete a TKI psychometric questionnaire

What Delegates Say

“The excellent trainer had a good sense of humour and created a great learning environment. There was plenty of opportunity for participation. I now have a better understanding of my existing conflict style and how I can adapt this in future situations.

Sandie Gay

Project Manager, Lifelong Learning UK

“I gained a good understanding as to what conflict is and an insight into how I behave. The trainer was both personable and knowledgeable and the course had lots of interaction to keep it interesting.”

Rachael Shephard,

**Regional Engagement Manager,
Royal College of GP's**

“The course gave me a clear understanding of the topic and how I can coach others through conflict more effectively.”

David Hassan,

Youth Justice Board



Contact us

This course is available for in-house delivery or at a venue of your choice and can be tailored specifically to meet your business needs. For booking fees or further information contact us:

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Related Training Programmes:

- Understanding others using Myers Briggs Personality Profiling
- Effective Influencing Skills
- Assertiveness at Work