

THE CONSTRUCTIVE CONFLICT MANAGEMENT TOOL KIT®



INTRODUCTION

The Ki ThoughtBridge Constructive Conflict Management Tool Kit® empowers individuals and organizations by giving them an array of sophisticated conflict resolution tools (16 tools in all) which they can use to effectively diagnose, prevent and/or resolve conflict.

The kit lays out a sequential, four-step process for effective conflict management and resolution. Each step is accompanied by a set of tools which empower the parties to implement the advice they are given.

THE FOUR STEP PROCESS

1. Step One: Assess Readiness

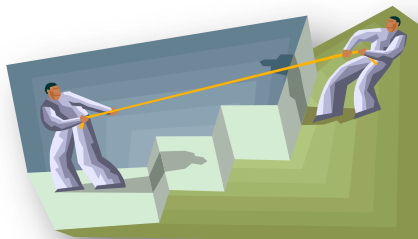
An individual who is emotionally upset, physically exhausted and/or has a bad history or poor working relationship with the other parties to the conflict, is not ready to address conflict constructively. Step One allows the parties to the conflict to assess their readiness to be constructive by using a series of assessment tools which not only assess the emotional and physical readiness of the parties, but also their goals, relationship history and conflict history with the other parties to the conflict.



Each assessment tool comes with instructions on how to use the tool and guidance on interpreting the results of each assessment. The results help the parties determine whether to proceed, slow down or postpone addressing the conflict.

(6 Assessment Tools)

2. Step Two: Understand the Conflict



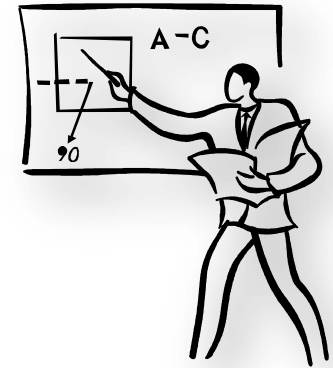
A lot of unconstructive conflict management is the result of failures in communication and differences in expectations about how conflict will be handled. Step Two introduces seven tools and guides that allow the parties to explicitly develop ground rules for addressing

the conflict and communicate effectively about the conflict by conducting a, “learning conversation.” Often the learning conversation in and of itself resolves the conflict.

(7 Constructive Communication Tools)

3. Step Three: Collaborate and Resolve

Understanding the conflict does not necessarily lead to resolution. If, after fully understanding the conflict and the perceptions of the other parties, the conflict persists, Step Three introduces tools and a process for collaboratively resolving the conflict.



Sometimes, despite the best intentions, it is not possible to resolve the conflict collaboratively. Other times one party may have no interest in working with you to collaboratively resolve the conflict. The Constructive Conflict Management Tool Kit prepares you for both possibilities.

(2 Conflict Resolution Tools)

4. Step Four: Review and Learn



Often, the euphoria of successfully resolving a conflict or the disappointment of failing to resolve it, can lead the parties to the premature conclusion that their work is done. Using three simple questions to review the conflict resolution process will not only increase learning and the skill level of those who participate in the review, it will allow the organization to benefit from their learning.

(1 Tool)

WHEN THE FOUR STEP PROCESS ISN'T ENOUGH

The Use of Third Parties



There are circumstances and situations when, despite a high level of conflict resolution skill, bringing a third party into a conflict situation is a wise thing to do. The kit explains the various roles third parties can play, when it might be useful to use them and the protocols for introducing them into the conflict resolution process.

Handling the Unexpected

In the real world, conflict doesn't follow a neat, sequential, four step process. This section details the most frequently asked, "What if," questions about using these conflict resolution tools and shares Ki ThoughtBridges' strategic advice about how to handle the unexpected.

Empowering Your Employees: The Training Option

Ki ThoughtBridge purposely designed the Constructive Conflict Management Tool Kit so that an individual or group can, by reading and following the instructions, increase both the array of conflict management tools and their skill at using them. However, simply providing the tools is a little like giving someone a set of golf clubs and saying, "go play golf." While some highly motivated, very skilled individuals will be able to read and put to use what they have learned, others will need training, support, coaching and opportunities to practice before they feel confident and comfortable using the tools.



To empower employees to manage their own conflict constructively, a leader, or manager needs to provide training and practice in using these tools. That training can be done in house or by contracting with an outside organization that specializes in Conflict Management Training.



In-House Training

An organization large enough to have a learning and organizational development department can purchase the Constructive Conflict Management Tool Kit and design a training workshop that is customized to a specific team or unit. This is cost efficient and guarantees the design will fit the specific needs of your organization

Ki ThoughtBridge Advanced Training

If one's organization is small or the internal experts are swamped with work or want to broaden their expertise Ki ThoughtBridge offers several training options from which organizations, teams and groups can choose:

1. Ki ThoughtBridge can provide a train-the-trainer workshop for the Learning and Organizational Development Professionals in your organization.
2. Ki ThoughtBridge can provide training for leaders, managers and supervisors in constructive conflict resolution skills.
3. Ki ThoughtBridge can provide joint training for leaders and their teams so they learn and develop conflict resolution protocols together.
4. Ki ThoughtBridge can license your organization to provide the Constructive Conflict Management Workshop throughout your organization.

For more information about this resource and additional Ki ThoughtBridge training options, contact us at:

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Ki ThoughtBridge Order Form
The Constructive Conflict Management Tool Kit

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Constructive Conflict Management Tool Kit

CD and two sets of laminated tool cards \$250.00 **Quantity** _____

Shipping:

A. Priority Mail Envelope \$5.00
(one kit) 3-5 business days

B. Priority Mail Box \$11.00
(more than one kit) 3-5 business days

C. *International Priority Envelope \$20.00
(one kit) (6-10 business days)

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