

Coming Soon:

Ki ThoughtBridge is excited to announce the new Constructive Conflict Management Kit®.

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Ki ThoughtBridge's new Constructive Conflict Management Kit defines the characteristics of healthy and unhealthy conflict management, outlines a four step process for managing conflict constructively and gives users a series of tools which maximize the probability of success at each step in the conflict resolution process.

If you, your organization or team would like to be notified when the new Kit is available, please go to our website – www.kithoughtbridge.com for more information.



The Company Leaders Trust: Connecting Ideas for Powerful Results

Ki ThoughtBridge specializes in an integrated approach to the resolution of conflict, the development of leadership, the management of change, and the transformation of organizational and community systems. We enable our clients to achieve their purpose in ways that build trust, integrity, effectiveness, and profitability.

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APRIL CASE STUDY

By **Katherine Tyler Scott**

Grace Johnson is the Director of Human Resources at Symer, a five-year-old architectural firm recognized by many as one of the fastest growing and successful companies in its field. Symer places a high value on customer service and on recognition of staff whose performance is superior. The Company's annual meeting is a week away and the President of Symer, Jim Juniper, plans to recognize outstanding employees.

The HR Department is responsible for the awards and Grace delegated the task of ordering designer crystal and engraved plaques (with the Company logo etched on them) to one of her direct reports, James See. James chose Metrix because Symer has used them previously and Metrix specializes in high quality gift items for businesses and is a company whose values are compatible with those of Symer.

In their weekly meeting, James informed Grace that "there is a problem." The Metrix contact person, Gerald Lyons, called James to tell him that they are behind in their production schedule and "may not be able to have the specialty plaques completed in time." He suggested they could use something that Metrix already has in stock. James doesn't think this is an acceptable alternative, but before sharing his opinion decided to talk with Grace.

What should Grace do?

Options:

- A. *Call Gerald Lyons at Metrix and demand they meet their contractual obligation.*
- B. *Give the problem back to James to solve.*
- C. *Approve the alternative of using a plaque in stock rather than the specially designed ones.*
- D. *Talk with her boss, the CEO of Symer, about the problem and get this opinion on acceptable options.*

Find out what Ki ThoughtBridge recommends.....

Inner Work Institute

An Educational Retreat for Established Leaders Responsible for Transformational Change

The Inner Work Institute consists of educational sessions that will sharpen leaders' abilities to effectively lead complex change. The Institute provides proven leaders with the opportunity to step away from the press of day-to-day responsibilities, gain focus, new ways of thinking and problem solving so they can better lead their organizations as trustees of their community.

Find out more about the Inner Work institute

