

## 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 contact Sue Schraffa at Ki ThoughtBridge: 317-822-8205/  
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### The Company Leaders Trust: Connecting Ideas for Powerful Results™

Ki ThoughtBridge provides organizational assessment, executive coaching, leadership development, customized skill-building workshops, and an array of conflict resolution, negotiation, and change management resources for businesses, philanthropic institutions, and educational systems.

Leaders use a variety of technical and adaptive skills on a daily basis. However, 90% of the problems leaders face are adaptive, while the majority of the training they have received is technical. Ki ThoughtBridge helps leaders integrate their adaptive skills with their technical expertise, enabling them to achieve results using tools and processes that build trust, integrity, effectiveness, and profitability.

#### Contact Us

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### The Case of Missing Service® By Katherine Tyler Scott

Read Katherine's weekly leadership column in the Washington Post

The Bullseye Corporation prides itself on customer service and has received numerous local, state, and national awards for the manner in which it deals with customers. The company is also noted for providing quality merchandise at affordable prices and attracts a high volume of customers to its stores. The president of the company, Robert Gole, just received the CEO of the Year Award from Financial Wizards Magazine. He is very pleased with the performance of the company and especially with the caliber of managers he has. He is particularly impressed with his latest hire, James Moore—a young man and recent MBA graduate with previous executive and retail experience. He placed him in the management position at their newest store.

Robert received a phone call from an irate customer complaining about this store and "the lack of service" she experienced. The customer said that she initially couldn't find a clerk to assist her with finding her purchases, and when she needed to ask a question about an item the clerk she did find couldn't answer it. After getting the items she came for, she stood in line for 10 minutes. After her items were rung up she handed the clerk a check for the total but the check would not clear processing. She was asked for identification, which she provided but once again the check was rejected. The clerk informed her that Bullseye could not accept the check. The customer wanted an explanation but was told that the clerk couldn't provide one. The customer asked to see the manager and, after explaining the situation to him, was given the same response she had received from the clerk. The manager, James, informed her that she needed to call her bank to find out why her check was rejected. The customer shared with the CEO how much time she had taken to find out the reason why, when she had more than adequate funds in her checking account. Her banker even called the Bullseye store but was told they had to call the company contracted by Bullseye to process and approve checks. The customer called this company and was told the problem was a "systems error" with the store's machine. She asked if they would call Bullseye to let them know that the problem was their machine, but was told they could not do this.

**What should the Bullseye President and CEO do?**

**Find out what Ki ThoughtBridge recommends.....**

## The Inner Work Institute® Session I: August 19 & 20, 2010

### A Program for Executive Leaders Responsible for Transformational Change

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

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