

Conflict Management

Mastering Conflict Resolution

Apr. 3, 2025

Conflict Management: Mastering Conflict Resolution with TKI, is a focused, one-day training designed to provide participants with a deep understanding of conflict dynamics and effective resolution strategies using the Thomas-Kilmann Instrument (TKI). This workshop will guide you through the TKI model, helping you identify your conflict-handling style and develop the skills necessary to manage and resolve conflicts constructively.

Through interactive exercises, real-world scenarios, and personalized feedback, you will learn how to apply TKI insights to enhance communication, strengthen relationships, and foster a collaborative work environment.

Course Highlights



- Understand the nature and impact of conflict in the workplace
- Learn about the Thomas-Kilmann Instrument (TKI) and its five conflict-handling styles
- Identify your own conflict-handling style using the TKI assessment
- Develop strategies to effectively manage and resolve conflicts
- Apply TKI concepts to real-world situations to improve team dynamics and productivity

Visit mrcpa.org/events for full course details.

Who Should Attend

This training is ideal for professionals at all levels, including managers, team leaders, HR practitioners, and anyone seeking to improve their conflict resolution skills. It is particularly beneficial for those involved in team dynamics, leadership roles, or any position where effective conflict management is crucial.

Instructor | Janelle Rabenold, MRC Director, Leadership Development and Training Strategy

Janelle brings a wealth of Leadership and Organizational Development experience to MRC's Operational Excellence Program. As an accomplished professional with over 15 years of dedicated experience in Organizational Development, Janelle excels in guiding individuals and teams toward achieving their personal and business objectives, leveraging her expertise in leadership and talent development. She has earned a reputation as a trusted partner, coach, and facilitator, fostering growth and success for both colleagues and clients alike.

Janelle holds a Bachelor of Science degree in Business Administration from Albright College, and a Master's of Science in Human Resource Management & Learning and Performance Management from Moravian University. Janelle is also a Certified Everything DiSC Practitioner.

More information available at mrcpa.org/events or contact Nicole Pierce at nicole.pierce@mrcpa.org.

- 📅 **Apr. 3, 2025**
- 🕒 **8:30 AM – 4:00 PM**
- 💰 **\$475/person**
\$425 before Mar. 7, 2025
Meals and course materials included
- 📍 **MRC – 7200A Windsor Drive**
Allentown, PA 18106
- 🖥️ **Register:**
mrcpa.org/events

*Fees and times subject to change. Visit mrcpa.org/events for current details.