



*A highly interactive workshop designed to build team member skills in understanding and managing differences.*

high performance teams

## Understanding and Managing Differences in Teams

### You need *Understanding and Managing Differences in Teams* if you...

- Want to improve the productivity of your business teams.
- Are on a team that has trouble dealing with conflict, coming to agreement and making decisions.
- Are part of a team that has people with different styles, backgrounds and points of view.
- Need fast results from a new or reconfigured leadership team.
- Are currently a member of an unproductive, floundering, or "stuck" team.
- Are starting up a new project team or functional group.
- Have virtual or geographically dispersed teams that need to become effective quickly.
- Are a new team leader and want to get your team off to a good start.

*Understanding and Managing Differences in Teams* is an insightful and highly interactive workshop designed to enhance team performance by helping team members understand and manage personality and conflict style differences. Using the Myers-Briggs Type Indicator (MBTI®) personality profile and the Thomas-Kilmann Conflict Mode Instrument® (TKI®), team members learn to recognize and leverage strengths in their natural preferences, tendencies and characteristics, manage tensions and work more productively with people of different personality types and conflict styles, and identify and manage potential blind spots that can hinder performance.

### Myers-Briggs Type Indicator (MBTI®)

Using the Myers-Briggs Type Indicator® (MBTI®) personality profile, the most widely used personality instrument in the world, team members develop greater self-understanding and increase their understanding and appreciation of others. They learn:

- a structured, systematic way of recognizing individual differences – one's own and those of other people;
- the characteristics unique to each personality type and gain insight on how these influence communication and interaction with others; and
- tips and techniques to manage the natural tension that occurs between people of differing types and to work more constructively and productively with people who are different.

### Thomas-Kilmann Conflict Mode Instrument® (TKI®)

Using the Thomas-Kilmann Conflict Mode Instrument® (TKI®), the best-selling instrument for understanding how people resolve conflict, team members discover their natural conflict-handling style and understand how others approach conflict. They learn:

- the different ways that people respond to conflict;
- their preferred mode of handling conflict;
- the most appropriate uses of each conflict-handling mode and how to increase their comfort level with their least-preferred mode; and
- how to choose the most effective behaviors for a particular conflict situation.



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## Benefits to your organization . . .

- **Conflicts are resolved** more quickly and effectively.
- Higher **success rate** for your teams.
- **Improved communication.**
- **Boosts the productivity** of your business teams.
- **Improved understanding and cooperation** among team members.
- **Builds relationships.**
- **Faster results** from your teams.

## Understanding and Managing Differences in Teams features...

### Real team, real problems, real time

The *Understanding and Managing Differences in Teams* workshop is conducted real-time with your team. We engage your team members in a highly participative, action charged meeting to **address the particular needs and challenges of your specific team and situation.**

### We provide personal assessment, feedback, and coaching

Team members receive a personal Myers-Briggs Type Indicator® (MBTI®) personality profile and a Thomas-Kilmann Conflict Mode Instrument® (TKI®) conflict-mode profile identifying their individual preferences. As they explore the strengths and implications of their particular preferences and conflict style, we use **ongoing feedback processes and high-impact coaching** to increase each participant's effectiveness in dealing with others.

### Valuable resources

Each participant receives the following valuable resources that **are loaded with effective strategies and techniques for understanding and managing differences:**

*Introduction to Type®* -- provides detailed descriptions of the sixteen MBTI® personality types including the characteristics of each preference, strategies for constructive use of differences and applying type in career selection, relationships, learning styles, and problem solving.

*Introduction to Conflict Management: Improving Performance Using the TKI®* – provides an in-depth focus on the five conflict-handling modes, when to use each mode, specific techniques and guidance on how to use each mode effectively, and how to reduce each mode's negative side.

### We...

- customize the *Understanding and Managing Differences in Teams* workshop to meet your specific needs, situation and culture.
- are experienced with all types and levels of teams.
- have consistently achieved outstanding business results with this workshop in multi-cultural environments around the world.

### Our world-class team

The *Understanding and Managing Differences in Teams* workshop is conducted by our team of highly experienced organizational development specialists. We have worked in diverse industries and in all types and sizes of organizations around the world. Our expert knowledge of teams, outstanding facilitation skills, proven techniques and consulting expertise has helped hundreds of teams worldwide to be successful.

### Who is this workshop for

This workshop is for all types of teams -- leadership, project, functional, SDWTs, global or virtual -- for any organizational level, for any function, in any industry.



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