



Dear ALD Participants,

Module Three of the Academic Leadership Development program will focus on Communication and Conflict Resolution. We will be using an instrument called the Thomas-Kilmann Conflict Mode Instrument.

The instructions for completing the instrument are on page 1 of the booklet. Plan to spend approximately 30-45 minutes to complete it, score it (page 6), graph your score (page 10) and read pages 7-16. It is important that you complete this assignment because we will be reviewing the material quickly and then moving into how to apply the model to examples in your own environment.

If you have any questions, please give one of us a call prior to our next meeting.

Best,

A handwritten signature in cursive script that reads "Mary Y. Lee".

Mary Y. Lee
Associate Provost

A handwritten signature in cursive script that reads "Regina Corrao".

Regina Corrao
Director, Human Resources Organizational
Development and Training

A handwritten signature in cursive script that reads "Donna M. Qualters".

Donna M. Qualters
Director, Center for the Enhancement of
Learning and Teaching