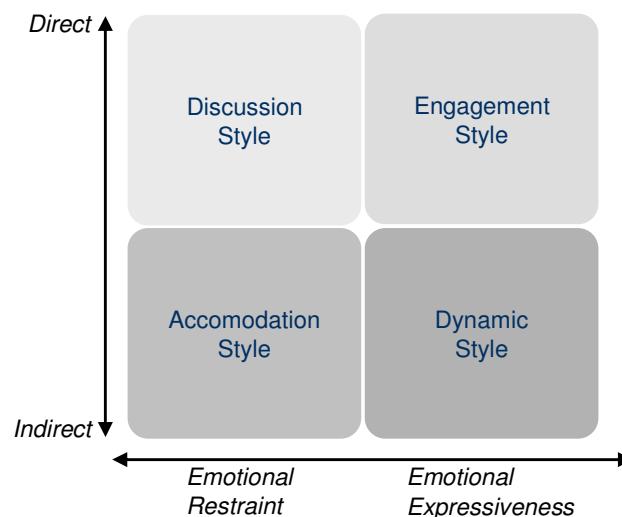


Intercultural Conflict Style Inventory ®

The ability to recognize and appropriately respond to cultural differences in conflict style is critically important in effectively managing and resolving disputes in today's global business environment.

Developed by Dr. Mitchell Hammer, the Intercultural Conflict Style (ICS) Inventory is a 36-item measure of intercultural conflict style based on two core dimensions: Direct vs. Indirect approaches to dealing with disagreements and Emotionally Expressive vs. Emotionally Restrained patterns for resolving conflict across cultural and ethnic differences:



Every culture has its own 'accepted' way of dealing with conflict but because this cultural conditioning is implicit, most people are not aware of what their own style is or that other conflict styles even exist. This awareness is the first step in learning to deal constructively and effectively with conflict involving members of different cultures and backgrounds.

The ICS ® Inventory is a self-scoring, easy-to-use, statistically valid and reliable instrument that can be used for individual, group and organizational level assessments.

Please contact **Dan Norenberg** for more information about the ICS® Inventory.