

Conflict Management Coaching.

Conflict management coaching is a process in which a specially trained coach helps people on a one-on-one basis to improve the way they manage and interact in their interpersonal workplace conflicts and disputes. It is a future oriented process that focuses on each person's specific conflict management goals. Conflict management coaching is not therapy or counseling.

Benefits of conflict coach:

- ⌘ not involved and can listen impartially
- ⌘ trained and experienced in:
 - managing people experiencing strong emotions
 - assisting people become clearer about their situation
 - encourage people to explore different perspectives on the situation
 - assist people to identify the different choices they have in relation to managing the conflict, and to evaluate each choice
 - support people without telling them what to do.
- ⌘ work with individuals to achieve desired outcomes
- ⌘ consider a person's potential to maximise performance and affect change
- ⌘ raise awareness, increase choices, build trust
- ⌘ clarify goals and thoughts
- ⌘ encouraging and challenging
- ⌘ holds you to account
- ⌘ remains impartial and objective
- ⌘ listens and is encouraging while being realistic

Not suitable for coaching if seeking advice or information or wants intervention.

Conflict

- ⌘ can be positive and a catalyst for important change.
- ⌘ discourages premature decision making
- ⌘ can lead to creative outcomes
- ⌘ within and between groups can foster group solidarity

Principles of Cinergy® conflict management coaching

- ∅ Conflict presents opportunities for people to strengthen their relationships with themselves and with others. Resolving the issues is only one objective people may have when they are in a dispute.
- ∅ Conflict competency means among other things, accepting the inevitability of conflict and being able to engage effectively in it.
- ∅ Transformation in behaviour is achieved in part, by increased self-awareness and insights.
- ∅ Conflict conducts is learned behaviour and therefore within our control. That is, we are able to choose how we engage in conflict. With increased self-awareness we are more likely to discover our choices and shift our behaviour.
- ∅ Insights regarding conflicts are more likely to occur when people understand the concept of mutuality. This involves considering various elements of the conflict from both (all) sides of the conflict.
- ∅ Self-determination is a crucial component of coaching. It is not necessary or, for that matter, helpful or empowering to give people advice about their choices in conflict or how to manage themselves and others.
- ∅ The application of adult learning principles is integral to effective coaching.
- ∅ Clients' goals and intentions are the focal points of the conflict management coaching conversation. Coaches' assumptions, expectations, needs, interests and so on do not form part of this process.
- ∅ It is necessary to coach the clients within the culture, context and environment in which they operate and live.
- ∅ Progress and success in conflict management coaching may be measured by the individuals, the organisations and others who work, live and interact with clients.