



CONFLICT COACHING

What is Conflict Coaching and how can it be used

Conflict coaching can be offered at any time in order to resolve concerns between two parties:

- As a stand alone process where one party does not want to discuss the concerns in mediation;
- As preparation to attend mediation by learning skills to build confidence in talking to the other party;
- During the mediation to assist parties to express themselves to each other;
- To resolve concerns that were not resolved at mediation.

The coaching process may consist of

- Reading information about communication skills; and
- Discussing how to use the skill and maybe even roleplaying it for a deeper, more practical understanding about the skill;
- Practicing the skill at home; and/or
- If needed, a follow up session to discuss ways to improve the skill.

Skills that can be useful for parties trying to resolve concerns include

- Listening in a way that the other person feels heard;
- Learning about
 - different conflict styles;
 - different needs and feelings;
 - recognising who has the problem;
 - how to move on when there is no resolution;
- Writing in an effective style using BIFF and other methods;
- Responding when someone just won't listen
- Making respectful requests so the other person is willing to listen;

Conflict Coaching is a way to enhance existing skills to deal with not only the current concerns but also any future conflict experienced.

Let's take a proactive rather than reactive approach to resolving conflict together