



REAL[™]
CONFLICT COACHING

REAL CONFLICT COACHING[™] FOR MANAGERS

LEARN HOW TO USE CONFLICT COACHING TO ASSIST
IN MANAGING STAFF AND TO INCREASE EMPLOYEES'
OWN CONFLICT MANAGEMENT CAPACITY

4 DAY WORKSHOP

A conflict coach provides one-on-one support to a person to enable them to constructively deal with conflict now and in the future. Conflict coaching can support resolution of conflict between staff members, and it also increases the capacity of employees to manage their own conflicts constructively in the future.

Who should attend?

- Executives, managers and team leaders who wish to develop conflict resolution and coaching skills.
- Human resources professionals.
- Anyone who manages others in the workplace.
- Anyone with an interest in enhancing their capacity to support others to deal with workplace conflict more effectively.

According to a global survey, the 'majority of employees (85%) have to deal with conflict to some degree and 29% do so "always" or "frequently" [...] Half of the HR workers questioned (51%) spend between one and five hours a week managing disagreements and employees spend on average 2.1 hours a week dealing with conflict with many respondents indicating they spend significantly more time on conflict situations.'

Conflict coaching is a useful technique to use with employees experiencing conflict. It assists employees to gain insight into their own behavior and motivates them to work towards better managing the situation. It is also a capacity building activity, which increases employees' overall conflict management competence, giving lasting benefits to the organization.

Conflict coaching assists employees to develop the 5 Cs:

CLARITY: Gain clarity about the conflict situation.

COMPREHENSION: Understand their own, other people's and the organisation's needs and experiences.

CHOICES: Identify and evaluate their choices for moving forward, within organizational boundaries.

CONFIDENCE: Develop confidence about managing conflict and achieving their goals in the workplace.

COMPETENCE: Increase their conflict management skills so that they can constructively manage workplace conflict, now and in the future.

In the workshop, you will learn:

- The fundamentals of conflict coaching;
- How to apply a coaching model in a workplace context;
- How to manage the tension between the role of manager and the role of coach;
- How conflict coaching relates to other management interventions such as performance management;
- How to integrate coaching into your organisation.

You will develop conflict management and coaching skills including:

- Deep listening;
- A range of questioning techniques;
- Challenging; and
- Providing feedback.