



REAL[™]
CONFLICT COACHING

REAL CONFLICT COACHING[™] FUNDAMENTALS

BECOME A PROFESSIONAL CONFLICT COACH 4 DAY WORKHOP

This highly-interactive and skills-focused workshop is the first step towards accreditation as a REAL Conflict Coach. The course will also provide participants with useful strategies to manage their own conflicts more effectively.

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 is a capacity building activity with long-term benefits, because it assists individuals to develop their conflict management skills as well as engaging better with current conflicts.

Who should attend?

- Conflict resolution professionals who wish to add conflict coaching to their range of services;
- Other coaches, e.g. business coaches, life coaches, and personal coaches who would like to extend their competency in working with clients in conflict.
- Executives and managers who wish to develop conflict resolution and coaching skills.
- Lawyers seeking new ways to support and engage with clients.
- Teachers and other education professionals seeking to manage conflict in learning and research environments.
- Anyone with an interest in enhancing their capacity to deal with conflict more effectively.

Conflict can occur in any number of situations including within our private sphere of family and friends as well as professional contexts and the workplace. 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.' Yet despite the significant time investment we make in disagreements and disputes, many of us are ill-equipped to engage with conflict constructively and confidently.

This is where conflict coaches can help.

Conflict coaches assist clients to develop the 5 Cs:

CLARITY: Gain clarity about the conflict situation.

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

CHOICES: Identify and evaluate their choices for moving forward.

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

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

In the workshop, you will learn:

- How people typically think and talk about their conflicts, and how this can lead to unhelpful conflict interactions;
- How to support people to break free from their dysfunctional conflict stories and to think more constructively and innovatively about their situation;
- How to help people identify what is really important to them in a conflict situation and to develop goals and action plans for moving forward;
- How to motivate people to engage in conflict in a more productive way, now and in the future;
- How to give people the confidence to manage conflict situations on their own.

You will develop conflict management and coaching skills including:

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