



**REAL**<sup>™</sup>  
CONFLICT COACHING

## REAL CONFLICT COACHING<sup>™</sup> FUNDAMENTALS

### BECOME A PROFESSIONAL CONFLICT COACH.

*This highly-interactive and skills-focused course leads to accreditation by Conflict Coaching International.*

*Conflict coaching involves a conflict specialist providing one-on-one support to a person to enable them to constructively deal with conflict. Support may be provided in relation to a specific conflict, or to assist the person to develop their conflict management skills generally.*

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#### 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 expertise in conflict coaching.*
- *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 goals.

**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 the conflict.





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## ABOUT THE REAL CONFLICT COACHING<sup>TM</sup> SYSTEM

*The REAL Conflict Coaching<sup>TM</sup> System is multi-disciplinary in nature and draws on the fields of conflict resolution, neuroscience, communication psychology, linguistics and solution-focused therapy.*

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### Instructors:



Professor  
Nadja Alexander  
(Hong Kong)



Associate Professor  
Samantha Hardy  
(Australia)

*Professor Nadja Alexander and Dr Samantha Hardy are leaders in the field of Conflict Resolution. They have been described as both practical thinkers and thinking practitioners. Sam and Nadja have advanced postgraduate qualifications at PhD level in conflict resolution as well as many years of international experience as conflict resolution practitioners. In addition to offering conflict coaching and mediation services, Sam and Nadja are also well-known trainers, university educators and writers in the field of conflict resolution.*

### It is based on a set of REAL values:

#### Reflection

REAL conflict coaching encourages and assists people to develop the capacity to engage in reflective practice in their future conflict interactions, for the purpose of reflective learning and the development of artistry.

#### Engagement

REAL conflict coaching supports people to constructively engage with, rather than avoid, conflict. REAL conflict coaches assist people to find the right level of depth at which to engage, and to sustain that engagement in the long term if necessary.

#### Artistry

REAL conflict coaching builds peoples' capacity to engage in future conflict at the level of artistry. It encourages and supports individuals to go beyond the merely satisfactory, and to achieve excellence.

#### Learning

REAL conflict coaching is grounded strongly in principles of adult learning. It supports people to engage in lifelong reflective learning.

