



REAL[™]
CONFLICT COACHING



REAL CONFLICT COACHING[™] FUNDAMENTALS

BECOME A PROFESSIONAL CONFLICT COACH 4 DAY WORKSHOP

Explore the nature of conflict narratives and how they tend to work against constructive engagement with conflict. Learn how to work with a client to deconstruct and better understand his or her conflict story, and to recreate a preferred conflict story leading to a more constructive and proactive engagement with the conflict in the future.

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.
- Teachers and other education professionals seeking to manage conflict in learning and research environments.
- Lawyers seeking expertise in conflict coaching.
- 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. A global survey has established that 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.

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 coaching can help.

43% of the 200 CEOs, board directors, and senior executives of North American public and private companies polled in the 2013 Executive Coaching

Survey (conducted by the Center for Leadership Development and Research at Stanford Graduate School of Business, Stanford University's Rock Center for Corporate Governance, and The Miles Group) rated how to handle conflict as their highest area of need in coaching.

REAL 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[™] SYSTEM

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

It is based on a set of REAL values.

INSTRUCTOR



Professor
Nadja Alexander
(Hong Kong, Australia)

Dr Nadja Alexander is Honorary Professor at The University of Queensland and holds adjunct appointments in Hong Kong and the United States. She is a Principal of Conflict Coaching International and co-founder of the REAL coaching system.

Nadja is an international leader in conflict management with experience in more than 30 countries. Her clients include international organisations such as the World Bank Group and private and public sector entities.

Nadja has been described as both a practical thinker and a thinking practitioner. She is an accredited conflict resolution professional in Australia (National Accreditation, LEADR) and Hong Kong (HKMAAL).

REFLECTION

REAL conflict coaching encourages and assists people to develop the capacity to engage in reflective practice in his or her 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.

DATES:	24 - 27 September 2015
LOCATION:	Room W229 of the Forgan Smith Building University of Queensland
TIME:	9:00am-5:00pm
COST:	\$1,710 for CPD registration, inclusive of GST.

MORE INFORMATION:

http://www.courses.uq.edu.au/student_section_loader.php?section=1&profileId=77108

CPD DETAILS:

<http://www.law.uq.edu.au/cpd-details>

REGISTRATION:

<http://www.law.uq.edu.au/documents/cpd/2015-CPD-Registration.pdf>



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