



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



Center for Narrative &  
Conflict Resolution



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

Jerome Bruner notes that it is only 'when we suspect we have the wrong story that we begin asking how a narrative may structure (or distort) our view of how things really are'.

The conflict coach's role is to assist a client to examine their conflict story and how it might be structuring or distorting their perception of the conflict situation.

In this highly interactive and skills based workshop, participants will explore the characteristics of a typical conflict narrative and analyse them according to the elements of the genre of melodrama. Participants will also consider the genre of tragedy as a framework for a more constructive narrative. The workshop will include practical exercises applying the various stages in the REAL Conflict Coaching System to support clients to develop a more constructive future conflict story.

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<sup>™</sup> SYSTEM

*The REAL Conflict Coaching<sup>™</sup> 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



Associate Professor  
Samantha Hardy  
(Australia)

*Dr Samantha Hardy is an Affiliate Scholar at the Centre for the Study of Narrative and Conflict Resolution at George Mason University. She is also a Principal of Conflict Coaching International and the founder of the REAL Conflict Coaching System.*

*Dr Samantha Hardy has been described as both a practical thinker and a thinking practitioner. Sam has advanced postgraduate qualifications, including a PhD in conflict resolution and narrative, as well as many years of international experience as a conflict resolution practitioner. In addition to offering conflict coaching and mediation services, Sam is also a well-known trainer, university educator and writer in the field of conflict resolution.*

### 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:** George Mason University, Metropolitan Building,  
3434 N. Washington Blvd. Arlington, VA 22201

**TIME:** 9:00am-5:00pm

**COST:** \$1995 full-fee or \$1795 early bird fee (before 1 August).

**RSVP:** Register using the attached registration form.

**Parking:** There is a pay parking garage located under Founders Hall. The parking fee there is by the hour or \$14 for the full day.





**School for Conflict Analysis and Resolution  
Center for Narrative & Conflict Resolution**

**REAL Conflict Coaching Fundamentals**

**Registration Form**

*\*This information is required to maintain a permanent record of your non-credit activity in Mason's student information system. If this information is not provided at the time of your registration the permanent record cannot be retroactively created.*

(Please print your Full Legal Name as it appears on your state issued ID card or passport)

\*  Mr.  Ms.

Please Check One

First

Middle

Last

\* Previous Name  
(if Used at  
Mason)

First

Middle

Last

G Number  
(Mason ID #)

\* Date of Birth

Employer

Job Title

Work Address

\* Home Address

City / State / Zip

\* City / State / Zip

\* Preferred Email

\* Preferred Mailing Address

Home

Work

\* Phone

Home

Work

Cell

How did you hear about this program?

Would you like to receive our monthly OCPE e-newsletter?

Yes

No

Course #

Course Title

Tuition

PECA 0100 A02

REAL Conflict Coaching Fundamentals

September 24 - 27, 2015

\$1,995.00

Check discount box if appropriate:

Early Bird Discount (must be received by August 1, 2015)

Tuition: \$1,795.50

**Payment Total**

**Refund Policy:** We recognize you may need to cancel your registration. You may substitute another individual in your place before the program begins. If you wish to receive a refund we must receive your cancellation request no less than seven business days prior to the program start date. If you request a refund, a \$60.00 processing fee will be deducted. We are sorry that we cannot provide a refund if we receive your written cancellation in six or fewer business days before the start of the course. Please note that if you have requested a refund it may take several weeks to process depending on your payment method. Refunds for check payments are sent through the Commonwealth of Virginia. **Payments will be refunded to the person/ company that issued the original check to GMU.** Processing of refunds to debit or credit cards will vary based on your financial institution. We reserve the right to cancel the class due to low enrollment.

**Attendance Policy:** To receive a certificate, a 100% or better attendance record must be achieved. Certificates of completion may take up to one month to process once your program has concluded.

**Mail to:** George Mason University  
Office of Continuing Professional Education  
10900 University Boulevard, MS 4F2  
Manassas, VA 20110

**Call:** 703-993-2125 for registration questions

**Fax:** 703-993-8336 to register with a Visa or MasterCard or purchase order (please include P.O. with registration)

**Registration confirmed upon receipt of registration fee or purchase order. Note: If anticipated payment is not received by your company/sponsor, you are personally liable for all course fees. Please initial here to indicate you have read this statement: (Required)**

Make checks payable to **George Mason University/OCPE**

<b>Method of Payment</b>	<input type="radio"/> Visa	<input type="radio"/> MasterCard	<input type="radio"/> Check	<input type="radio"/> P.O.	<input type="radio"/> SLM Loan	<input type="radio"/> DD 1556	<input type="radio"/> SF 182
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