



CERTIFIED CONFLICT MANAGEMENT COACHING

Harvest the hidden benefits of conflict

Conflict management coaching can efficiently transform the wrinkles in both internal and external relationships to benefit your organization. This is coaching for a wide variety of issues, including conflict and toxic behavior, perhaps by valuable contributors.

It recognizes that within almost every conflict and dispute there are hidden opportunities and benefits.

Today, change and the need to resolve critical disputes, tensions, and behaviors of all kinds are accelerating in growing numbers for almost every organization. In this environment, more and more organizations and individual are utilizing conflict management coaching for a variety of objectives, including:

- ◆ Discovering more effective, mindful, less stressful ways of working collaboratively
- ◆ Increasing proficiency as a manager/supervisor
- ◆ Improving negotiation skills
- ◆ Supporting an employee poisoning the workplace by referring her/him
- ◆ Figuring out whether to do anything about a situation and if so, what
- ◆ Venting to an objective person
- ◆ Upgrading communication skills & teamwork
- ◆ Managing client & key relationships more effectively
- ◆ Solving clashes of personalities
- ◆ Preparing for difficult conversations or delivering a delicate message
- ◆ Learning to not shut down when blamed or criticized
- ◆ Becoming less critical, defensive, antagonistic reactive, competitive, bullying or avoidant
- ◆ Being more tolerant, accommodating, and accepting
- ◆ Opening to different personal & professional values
- ◆ Preparing for mediation

Here's the secret

Conflict management coaching is a results oriented one-on-one process in which a trained coach helps individuals gain increased competence and confidence to manage and engage in their interpersonal relationships, conflicts, and disputes. Unlike counseling and other therapeutic approaches, conflict management coaching offers a short-term, future-focused, goal-oriented process that helps people improve the way they engage with conflict and inappropriate behavior.

The 7-step CINERGY[®] coaching method identifies and works with the internal elements of conflict – what's going on inside the individual – as well as external manifestations. In reality, conflict is a self-limiting, internal process that may or may not have external manifestations.



Rather than just focusing on self, the CINERGY[®] approach develops deep understanding by identifying the interests of everyone involved in a situation. Understanding a context that includes the other person's perspective is important for developing conflict prevention and coping skills.

Facilitate success

Changes in the workplace are not just accelerating around technology, economics, and politics – now, change is also about diversity and social recognition. Workplace conduct and expectations reflect a vastly more disparate range of norms, backgrounds, experiences, working styles, and values. Common stress and impending deadlines catalyze additional anger, frustration, and insecurity.

Today, 85% of employees around the world report they have had to deal with conflict in their workplace, while 25% say avoidance of conflict resulted in sickness or absence from work. Supervisors in all kinds of organizations spend an average 43% of their time dealing with conflict. Conflict within an organization also inflates labor and compliance expenses, as it reduces productivity.

As a certified conflict management coach, the work I do with conflict has become a priority for many organizations. I effectively offer clients inspiration, motivation, and support, within a safe, confidential context that facilitates success. I ask strategic questions aimed at increasing self-awareness, provide observations, and challenge my clients to move out of their comfort zone to achieve their goals.

Develop new opportunities

With conflict management coaching, you gain strategic advantages by learning to effectively deal with conflict in a way that reveals the hidden wisdom and opportunities. This is information that increases the number and scope of available options, catalyzes organizational growth, and expands self-imposed limitations.

Benefits of Conflict Management Coaching (partial)

- Improved communication skills
- Collaboration, not competition
- Reduced stress
- Better job focus with improved production
- Superior client/customer control
- Open to differing ideas resulting in better problem solving
- proactive not reactive actions
- Compassion that leads to action
- Relationships that last
- Increased confidence, self-image
- Self-compassion, not unhealthy criticism
- Greater capacity for change
- Preparation for mediation
- Early resolution of potentially damaging problems

In a conflict, almost everyone gets caught by passion and the need to win. But conflict is not a contest. Once you stop seeing conflicts as win-lose, you cannot lose. The real tragedy of conflict is that in every single one there is treasure to be mined – wisdom and opportunity to be discovered under the surface. You can move beyond the contest of the conflict to understand what's really at stake.

For business contexts, conflict management coaching provides a pathway for more predictable outcomes and better control of risks. For example, it improves the abilities of sales teams to identify customer needs, enhances skills of professionals for managing client expectations, and builds dexterity for proactively resolving frictions before they become damaging problems.

Next step

A real solution for conflict, bad behavior, or other interpersonal tensions helps those involved regain wholeness and approach the next incident with improved mindfulness, intelligence, and self-responsibility. I offer CINERGY® conflict management coaching as a powerful, efficient, cost-effective approach to capture those lost opportunities.