

# Fact Sheet: Guide to Conflict Management Coaching

## What is conflict management coaching?

Conflict management coaching is a process in which a specially trained coach helps people on a one-on-one basis to improve the way they manage and interact in their interpersonal workplace conflicts and disputes. It is a future-oriented process that focuses on each person's specific conflict management goals.

## When can conflict management coaching be used?

In any situation where individuals are having difficulty managing a conflict situation, dispute or working relationships. Where it is not possible to obtain the agreement of both parties to mediate or mediation is not seen as appropriate, conflict coaching can be an alternative to support either one or both parties.

Conflict coaching can be used to support individuals to:

- Improve their knowledge, skills and abilities to more effectively manage interpersonal disputes.
- Develop understanding of how responses to conflict and changes in attitude and behavior can impact.
- Prevent an unnecessary escalation of a conflict situation.
- Prepare for a challenging conversation with another person or group.
- Develop stronger conflict management skills, for example in performance management and managing as a leader.
- Prepare for participation in mediation.
- Address matters that may arise post-mediation, such as lack of resilience, ongoing unresolved emotions and issues and/or relationship dynamics.
- Apply the skills learned in conflict management and other related training.

## Potential benefits

Conflict coaching can:

- Promote real learning and self-reflection.
- Embed learning and help to sustain changes in behaviour.
- Enable individuals to better understand different people styles or communication styles.
- Build individual's confidence in adapting styles and engaging in difficult conversations.
- Reconcile conflict situations by improving understanding and enabling individuals to move forward more positively.

## How it works

- Besides helping individuals to reach their related goals, the coach will provide constructive input and not judge in any way. The coach will use a step-by-step process aimed at keeping focused on reaching objectives. The coach will regularly check in to ensure progress is being made. The coach's role is not to make decisions or to provide advice but to enable learning through self-reflection.
- It is an entirely confidential process, with dedicated one to one support.
- Coaching promotes real learning and is particularly powerful when individuals can be open and honest and commit to it fully.