

Conflict Management Coaching

Learning Objectives

(Ideally delegates should have some experience of conflict resolution and/or coaching).

By the end of the course delegates will: -

- Understand conflict resolution options and how conflict coaching fits in.
- Understand the key principles of conflict coaching.
- An introduction to the CINERGY™ conflict coaching model

Introduction

- Why and how conflict arises
- A brief overview of conflict resolution options and key principles
- How conflict models relate to conflict coaching

Conflict Management Coaching

- Types of conflict management coaching and principles
- Exploring the elements of conflict
- Understanding trigger points

Conflict Management Skills

- Listening and sensory acuity
- Questioning techniques

A Conflict Coaching Model

- CINERGY™ conflict coaching model
- Questioning techniques and language
- Demonstration of the model in action

Putting it into practice

- Co-coaching exercises and feedback

Review of learning