



CONFLICT MANAGEMENT COACHING

In Conflict Management Coaching (CMC), employees are coached by a trained conflict coach to become competent in managing interpersonal disputes. Whilst all workplace conflicts cannot necessarily be resolved, learning how to manage conflicts can decrease the odds of non-productive escalation. CMC offers a short-term, future-focused and defined goal-oriented process that helps people improve the way in which they engage in conflict.

Each coaching session is designed to help individuals to

- Understand and reflect on their approach to conflict
- Shift from destructive reactions to constructive responses
- Communicate effectively in the conflict situation
- Develop skills to manage disputes more collaboratively

CMC can also be used in conjunction with mediation for individual parties, or in situations where one of the parties involved in a dispute is unwilling or unable to participate in joint mediation. It is particularly useful in preparing parties for mediation in situations where bullying or harassment has been cited, as the coaching is designed to help employees develop an understanding of the needs and issues affecting the other party in the dispute.

Conflict in the workplace is inevitable; however, the results of conflict are not predetermined. Conflict might escalate and lead to non-productive results, or conflict can be managed competently and lead to beneficial results and increased efficiency. Learning to manage conflict is integral to a high-performance team.

The CMC approach can also be employed in working with teams which are experiencing conflict and also in general Management Coaching interventions where a Manager is required to deal with interpersonal conflict between employees in a constructive way.

The one-on-one confidential coaching sessions are approximately 90 minutes in length and take the client through a series of questions designed to empower them and build their conflict competence in relation to the dispute. Conflict management involves acquiring skills related to conflict resolution, self-awareness about conflict modes, conflict communication skills, and establishing a structure for self-management of conflict in one's environment. A clear goal is set for the session and an outcome in terms of what strategies the employee will adopt to deal constructively with the conflict is anticipated.

Partnership for organisational & individual wellbeing

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