

Effective Communication in Conflict Resolution

****Active Listening:**** A communication technique that involves fully concentrating, understanding, responding and then remembering what is being said. Active listening is a key skill in conflict resolution as it allows coaches to understand the underlying needs and interests of their clients.

****Adversarial Approach:**** A win-lose approach to conflict resolution where one party aims to defeat the other. This approach is not recommended in conflict resolution coaching as it can lead to further escalation of the conflict and damage relationships.

****Alternative Dispute Resolution (ADR):**** A collective term for processes, other than litigation, that parties can use to resolve disputes. ADR includes mediation, arbitration, and conflict coaching.

****Appreciative Inquiry:**** A collaborative, strengths-based approach to conflict resolution that focuses on identifying what is working well, and building on that to create solutions.

****Assertive Communication:**** A communication style that involves expressing one's thoughts, feelings, and needs in a direct, honest, and respectful manner. Assertive communication is a key skill in conflict resolution coaching as it allows coaches to help their clients communicate their needs and interests effectively.

****BATNA (Best Alternative To a Negotiated Agreement):**** The most advantageous alternative course of action a party can take if negotiations fail and an agreement cannot be reached.

****CBT (Cognitive Behavioral Therapy):**** A type of psychotherapy that helps people learn how to identify and change destructive thought patterns that have a negative influence on behavior and emotions.

****Circle Process:**** A talking circle where participants sit in a circle and take turns speaking and listening. This process is often used in conflict resolution coaching as a way to build trust and promote open communication.

****Collaborative Approach:**** A win-win approach to conflict resolution where parties work together to find a solution that meets everyone's needs. This approach is recommended in conflict resolution coaching as it promotes positive relationships and sustainable solutions.

****Communication Skills:**** The abilities and techniques used to convey information, express thoughts, and build relationships. Good communication skills are essential in conflict resolution coaching as they enable coaches to help their clients communicate effectively and build positive relationships.

****Competitive Approach:**** A win-lose approach to conflict resolution where one party aims to defeat the other. This approach is not recommended in conflict resolution coaching as it can lead to further escalation of the conflict and damage relationships.

****Conflict Coaching:**** A one-on-one process in which a coach helps a client understand and manage their

conflict. The coach provides support, guidance, and tools to help the client communicate effectively, understand the other party's perspective, and find a mutually beneficial solution.

****Conflict Resolution:**** The process of identifying and addressing the interests, needs, and concerns of all parties involved in a conflict, with the goal of finding a mutually beneficial solution.

****Constructive Conflict:**** A conflict that is handled in a way that leads to growth, learning, and improved relationships.

****Destructive Conflict:**** A conflict that is handled in a way that leads to harm, damage, and deterioration of relationships.

****Dialogue:**** A structured communication process that involves listening, reflecting, and responding to another person's perspective. Dialogue is a key skill in conflict resolution coaching as it allows coaches to help their clients understand the other party's perspective.

****Empathy:**** The ability to understand and share the feelings of another. Empathy is a key skill in conflict resolution coaching as it allows coaches to build trust and rapport with their clients.

****Escalation:**** The process by which a conflict becomes more intense, complex, and difficult to resolve.

****Interest-Based Negotiation:**** A negotiation strategy that focuses on identifying and addressing the underlying interests of all parties involved in a conflict.

****Mediation:**** A process in which a neutral third party facilitates communication and negotiation between parties in a dispute with the goal of helping them reach a mutually beneficial agreement.

****Negotiation:**** The process of communicating with another party to reach an agreement.

****Neuro-Linguistic Programming (NLP):**** A approach to communication, personal development, and psychotherapy created by Richard Bandler and John Grinder in the 1970s. NLP is based on the idea that people's thoughts and experiences are shaped by their language, physiology, and patterns of behavior.

****Non-Violent Communication (NVC):**** A communication approach developed by Marshall Rosenberg that focuses on expressing oneself honestly and empathetically while also actively listening to and understanding the other party.

****Positional Bargaining:**** A negotiation strategy that focuses on achieving the best possible outcome for oneself, often at the expense of the other party.

****Power Imbalance:**** A situation in which one party has more power or control than the other. Power imbalances can make conflict resolution more difficult and can lead to unequal outcomes.

****Relational Coaching:**** A coaching approach that focuses on building positive relationships between parties in a conflict.

****Restorative Justice:**** A theory of justice that emphasizes repairing harm and restoring relationships.

Restorative justice is often used in conflict resolution as a way to address the harm caused by a conflict and to promote healing and reconciliation.

****Risk Analysis:**** The process of identifying and evaluating potential risks and their impact on a conflict resolution process.

****Stakeholder Analysis:**** The process of identifying and analyzing the interests, influence, and impact of all parties involved in a conflict.

****Transformative Mediation:**** A mediation approach that focuses on helping parties in a conflict understand each other's perspectives and needs, and to find a mutually beneficial solution.

****Underlying Interests:**** The fundamental needs, desires, and concerns that drive a party's position in a conflict. Identifying and addressing underlying interests is a key strategy in interest-based negotiation.

****Win-Win Approach:**** A conflict resolution approach that aims to find a solution that meets the needs and interests of all parties involved.

This glossary is intended as a starting point for understanding the key concepts, terms, and acronyms related to effective communication in conflict resolution. It is not exhaustive, and there may be other terms and concepts that are relevant to specific situations and contexts. However, by understanding and applying the concepts and skills outlined in this glossary, conflict resolution coaches can help their clients communicate effectively, understand each other's perspectives, and find mutually beneficial solutions.