
Global Certificate in Conflict Resolution Coaching

Coaching Tools and Techniques for Conflict Resolution

****Active Listening:**** A key communication skill in conflict resolution coaching where the coach fully concentrates, understands, responds and memorizes the content and emotions of the client's message. Related terms include: communication skills, empathy, and reflective listening.

Example: A coach uses active listening by paraphrasing and summarizing the client's words and emotions to ensure understanding and build trust.

Practical application: Coaches can practice active listening by focusing on the client, avoiding distractions, and providing verbal and non-verbal cues to show engagement.

Challenge: Active listening requires patience, concentration, and self-control, making it challenging for coaches to maintain in intense or emotional coaching sessions.

****Appreciative Inquiry:**** A strength-based, positive approach to conflict resolution coaching that focuses on identifying what is working well, envisioning what could work better, and creating strategies for positive change. Related terms include: solution-focused coaching, positive psychology, and asset-based thinking.

Example: A coach uses appreciative inquiry by asking the client to describe a time when they successfully resolved a conflict and building on that experience to develop a plan for future conflicts.

Practical application: Coaches can use appreciative inquiry by asking open-ended questions, focusing on strengths and resources, and encouraging a positive mindset.

Challenge: Appreciative inquiry requires a shift in mindset from a problem-focused to a solution-focused approach, which can be challenging for coaches who are used to analyzing and solving problems.

****Assessment Tools:**** Techniques used to evaluate a client's conflict style, communication skills, and personality traits to better understand their strengths and challenges in conflict resolution. Related terms include: conflict style assessment, communication style assessment, and personality assessment.

Example: A coach uses an assessment tool like the Thomas-Kilmann Conflict Mode Instrument to help the client understand their conflict style and develop strategies for more effective conflict resolution.

Practical application: Coaches can use assessment tools to tailor their coaching approach to the client's unique needs and strengths, and to track progress over time.

Challenge: Assessment tools can be time-consuming and require a level of expertise to interpret and apply effectively, making it important for coaches to choose tools that are valid, reliable, and relevant to their coaching goals.

****Behavioral Coaching:**** A goal-oriented approach to coaching that focuses on changing specific behaviors that contribute to conflict. Related terms include: performance coaching, skills coaching, and behavioral change.

Example: A coach uses behavioral coaching by helping the client identify specific behaviors that contribute to conflict, such as interrupting or criticizing, and developing strategies for changing those behaviors.

Practical application: Coaches can use behavioral coaching by setting specific, measurable, and achievable goals, tracking progress, and providing feedback and support.

Challenge: Behavioral coaching requires a high level of self-awareness and motivation from the client, making it important for coaches to create a supportive and non-judgmental coaching environment.

****Circle Process:**** A facilitated dialogue process that involves participants sitting in a circle and taking turns speaking and listening to one another. Related terms include: restorative justice, talking circle, and peacemaking circle.

Example: A coach uses a circle process to help a team in conflict by creating a safe and structured space for each person to share their perspective and listen to others.

Practical application: Coaches can use circle processes to build trust, promote understanding, and develop shared solutions to conflicts.

Challenge: Circle processes require a skilled facilitator to ensure that everyone has an opportunity to speak and listen, and that the conversation stays focused and respectful.

****Coaching Presence:**** The ability of the coach to be fully present and attentive to the client, creating a safe and supportive coaching environment. Related terms include: mindfulness, empathy, and active listening.

Example: A coach demonstrates coaching presence by creating a comfortable and distraction-free coaching space, maintaining eye contact, and using verbal and non-verbal cues to show engagement and understanding.

Practical application: Coaches can develop coaching presence by practicing mindfulness, active listening, and self-awareness.

Challenge: Coaching presence requires a high level of focus and self-regulation, making it challenging for coaches to maintain in high-stress or emotionally charged coaching situations.

****Collaborative Coaching:**** A coaching approach that involves multiple coaches working together to support a client in conflict resolution. Related terms include: team coaching, group coaching, and peer coaching.

Example: A coach uses collaborative coaching by working with a team of coaches to support a client in resolving a complex conflict involving multiple stakeholders.

Practical application: Coaches can use collaborative coaching by establishing clear roles and responsibilities,

coordinating coaching activities, and providing regular feedback and support.

Challenge: Collaborative coaching requires a high level of communication, coordination, and trust among the coaches, making it important for coaches to establish clear ground rules and communication protocols.

****Communication Skills:**** The ability to effectively express oneself and understand others in conflict resolution. Related terms include: active listening, assertiveness, and nonverbal communication.

Example: A coach uses communication skills by helping the client develop assertive communication strategies, such as using "I" statements and active listening, to express their needs and understand others.

Practical application: Coaches can use communication skills by modeling effective communication, providing feedback and practice opportunities, and encouraging self-reflection.

Challenge: Communication skills require a high level of self-awareness and emotional intelligence, making it important for coaches to create a safe and supportive coaching environment.

****Conflict Coaching:**** A one-on-one coaching process that helps individuals in conflict develop the skills, knowledge, and attitudes needed to manage and resolve conflicts effectively. Related terms include: conflict resolution coaching, mediation coaching, and dispute resolution coaching.

Example: A coach uses conflict coaching by helping a client identify the underlying interests and needs in a conflict, develop options for resolution, and select and implement a preferred option.

Practical application: Coaches can use conflict coaching by establishing clear goals and coaching plans, using assessment tools, and providing feedback and support.

Challenge: Conflict coaching requires a high level of trust and rapport between the coach and client, making it important for coaches to establish a strong coaching relationship and maintain confidentiality.

****Conflict Style:**** An individual's preferred way of responding to conflict, based on their personality, values, and experiences. Related terms include: conflict mode, conflict behavior, and conflict approach.

Example: A coach uses conflict style by helping the client understand their preferred conflict style, such as avoiding or competing, and developing strategies for using other styles when necessary.

Practical application: Coaches can use conflict style by using assessment tools, providing feedback and practice opportunities, and encouraging self-reflection.

Challenge: Conflict style can be influenced by cultural, social, and organizational factors, making it important for coaches to consider the context in which the conflict is occurring.

****Conflict Styles Inventory:**** A assessment tool used to identify an individual's preferred conflict style based on the Thomas-Kilmann Conflict Mode Instrument. Related terms include: conflict style, conflict mode, and conflict behavior.

Example: A coach uses the Conflict Styles Inventory to help a client understand their preferred conflict style

and develop strategies for using other styles when necessary.

Practical application: Coaches can use the Conflict Styles Inventory by providing feedback and interpretation, encouraging self-reflection, and developing a coaching plan.

Challenge: The Conflict Styles Inventory requires a high level of self-awareness and honesty from the client, making it important for coaches to create a safe and supportive coaching environment.

****Culture and Diversity:**** The values, beliefs, customs, and practices that characterize different groups and communities, and the ways in which these differences impact conflict resolution. Related terms include: cultural competence, diversity, and inclusion.

Example: A coach uses culture and diversity by helping the client understand the cultural and diversity factors that may be contributing to the conflict, and developing strategies for communicating and negotiating across cultural differences.

Practical application: Coaches can use culture and diversity by educating themselves about different cultures and diversity factors, using inclusive language and communication strategies, and encouraging self-reflection.

Challenge: Culture and diversity can be complex and nuanced, making it important for coaches to approach these topics with sensitivity, respect, and humility.

****Decision Making:**** The process of selecting a course of action from among multiple options, based on criteria such as values, goals, and consequences. Related terms include: problem solving, critical thinking, and creative thinking.

Example: A coach uses decision making by helping the client identify the criteria for making a decision, generate options, and evaluate and select the best option.

Practical application: Coaches can use decision making by providing feedback and practice opportunities, encouraging self-ref