
Global Certificate in Conflict Resolution Coaching

Building Rapport and Trust in Conflict Coaching

****Active Listening:**** A communication technique where the listener fully concentrates, understands, and responds to the speaker's message. In conflict coaching, active listening helps build rapport and trust by showing empathy, respect, and interest in the client's perspective.

****Acronym:**** A word or name formed from the initial letters of a series of words, such as GCCRC (Global Certificate in Conflict Resolution Coaching).

****Acute Conflict:**** A conflict that is short-term, often has a clear cause, and can be resolved relatively quickly through direct communication or conflict resolution strategies.

****Adversarial Approach:**** A confrontational method of resolving conflicts where parties involved take opposing positions and aim to 'win' the conflict, often at the expense of the relationship.

****Alternative Dispute Resolution (ADR):**** Methods used to resolve disputes without going to court, such as mediation, arbitration, or conflict coaching.

****Anchoring Bias:**** A cognitive bias where an individual relies too heavily on an initial piece of information (the 'anchor') when making decisions.

****Assertive Communication:**** A communication style that balances directness and respect, allowing individuals to express their thoughts, feelings, and needs while considering the rights and needs of others.

****Assumptions:**** Predictions or beliefs about a person, situation, or conflict, which may or may not be accurate. Making assumptions can hinder effective communication and conflict resolution.

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

****Behavioral Change Techniques:**** Strategies used to modify a person's behavior, such as setting goals, identifying barriers, and practicing new skills. In conflict coaching, these techniques help clients develop healthier conflict resolution strategies.

****Bias:**** A prejudice in favor of or against one thing, person, or group compared with another, often influencing one's judgment or decision-making.

****Body Language:**** Non-verbal communication through gestures, facial expressions, posture, and eye contact. Effective use of body language can help build rapport and trust in conflict coaching.

****Boundaries:**** Personal limits and guidelines that define acceptable behavior from others, helping to maintain respect, trust, and healthy relationships.

****Building Rapport:**** The process of establishing a connection and trust with someone through effective communication, active listening, and empathy. In conflict coaching, building rapport is essential for creating a safe and supportive environment.

****CBT (Cognitive Behavioral Therapy):**** A psychotherapeutic approach that helps individuals identify and change destructive thought patterns that lead to negative emotions and behaviors.

****Challenging Questions:**** Questions that encourage clients to reconsider their assumptions, beliefs, or perceptions, helping them gain new insights and develop more effective conflict resolution strategies.

****Change Management:**** The process of planning, implementing, and monitoring organizational changes to minimize disruption and ensure successful outcomes.

****Circle of Influence:**** A concept from Stephen Covey's book "The 7 Habits of Highly Effective People" that distinguishes between areas over which an individual has control (the 'circle of influence') and those they do not (the 'circle of concern').

****Clarifying Questions:**** Questions used to gain a better understanding of the speaker's message, ensuring accurate communication and reducing misunderstandings.

****Client-Centered Approach:**** A coaching philosophy that focuses on the client's needs, goals, and perspectives, empowering them to find their own solutions.

****Coaching Alliance:**** The collaborative relationship between the coach and the client, built on trust, respect, and mutual understanding.

****Coaching Presence:**** The coach's ability to be fully present and engaged during coaching sessions, creating a safe, supportive, and focused environment.

****Cognitive Restructuring:**** A therapeutic technique that helps individuals identify and challenge maladaptive thought patterns, replacing them with healthier alternatives.

****Collaborative Approach:**** A conflict resolution strategy that encourages parties to work together to find a mutually beneficial solution, promoting positive relationships and long-term resolutions.

****Communication Skills:**** The abilities required to exchange information, ideas, and emotions effectively, including active listening, assertiveness, clarity, and empathy.

****Community Building:**** The process of creating and sustaining supportive, inclusive, and collaborative communities, often through effective communication, conflict resolution, and problem-solving strategies.

****Competencies:**** The knowledge, skills, and abilities required to perform a specific role or task, such as conflict resolution coaching competencies.

****Complaints Handling:**** The process of addressing and resolving complaints or grievances within an organization, often involving conflict resolution strategies and techniques.

****Confidence Building:**** The process of developing self-assurance and trust in one's abilities, often through skill-building, practice, and positive reinforcement.

****Conflict Coaching:**** A one-on-one process that helps individuals develop their conflict resolution skills, increase self-awareness, and manage conflicts more effectively.

****Conflict Dynamics Profile (CDP):**** A psychometric assessment tool that measures an individual's conflict behaviors and tendencies, helping them understand their conflict style and develop more adaptive strategies.

****Conflict Management:**** The process of identifying, addressing, and resolving conflicts in a constructive and timely manner, often involving various conflict resolution strategies.

****Conflict Resolution:**** The process of finding a peaceful solution to a disagreement or dispute, promoting understanding, collaboration, and respect among parties involved.

****Conflict Styles:**** Predominant ways in which individuals typically respond to conflicts, such as competing, collaborating, compromising, avoiding, or accommodating.

****Constructive Feedback:**** Specific, objective, and actionable comments intended to help an individual improve their performance or behavior.

****Contingency Plan:**** A backup plan designed to address potential challenges or obstacles, ensuring that goals and objectives can still be achieved despite unforeseen circumstances.

****Conversational Intelligence (C-IQ):**** The study and practice of effective communication, focusing on the neuroscience behind conversations and how to create positive, productive, and collaborative interactions.

****Cooling-Off Period:**** A temporary break or time-out taken during a conflict to allow parties to calm down, reflect, and regain composure before resuming discussions.

****Cultural Awareness:**** The understanding and appreciation of different cultural backgrounds, values, and practices, promoting respect, inclusivity, and effective communication.

****Decision-Making:**** The process of evaluating options and choosing a course of action based on available information, individual preferences, and goals.

****Defensive Communication:**** A communication style characterized by criticism, blame, and hostility, often leading to increased conflict and misunderstanding.

****Deliberate Practice:**** The intentional and structured process of improving skills through focused repetition, feedback, and adjustment.

****Depersonalization:**** The process of detaching oneself from emotions or experiences, often used as a coping mechanism in high-conflict situations.

****Developmental Feedback:**** Constructive feedback focused on helping an individual grow and improve

over time, often provided during coaching sessions or performance reviews.

****Diffusion Techniques:**** Strategies used to de-escalate tense or confrontational situations, promoting communication, understanding, and conflict resolution.

****Dispute System Design (DSD):**** The process of creating and implementing formal or informal systems for resolving disputes within an organization or community.

****Diversity and Inclusion:**** The practice of recognizing, respecting, and valuing individual differences and unique perspectives, promoting a culture of equity, inclusivity, and mutual respect.

****Empathic Listening:**** A form of active listening that involves understanding and sharing the speaker's emotions, promoting trust, rapport, and emotional connection.

****Empathy:**** The ability to understand and share the feelings of another, promoting emotional intelligence, effective communication, and strong relationships.

****Emotional Intelligence (EI or EQ):**** The capacity to recognize, understand, and manage one's own emotions and the emotions of others, often leading to better communication, decision-making, and relationships.

****Emotional Regulation:**** The ability to manage and respond to emotional experiences in a healthy and adaptive manner, promoting well-being and resilience.

****Escalation:**** The process of intensifying a conflict, often through increased tension, hostility, or aggressive behavior.

****Ethical Guidelines:**** A set of principles that guide professional behavior, ensuring integrity, respect, and responsibility in various contexts, such as coaching or conflict resolution.

****Evaluative Feedback:**** Constructive feedback focused on assessing an individual's performance or behavior against specific criteria or standards.

****Escalation Prevention:**** Strategies used to avoid or minimize the escalation of conflicts, promoting constructive