

BASIC ASSUMPTIONS BEHIND COACHING FOR CONFLICT RESOLUTION

1. CONFLICT HAS FAR-REACHING IMPACT

- Although conflict situations may directly involve only 2 or 3 people, escalating conflict can have a negative impact on the entire workplace, family or community.
- As conflict escalates others are drawn in and pressured to take a side.

2. AWARENESS OF A CONFLICT IS AN INVITATION TO PARTICIPATE

- It is possible to respond without being drawn in to the conflict itself.
- Not getting involved is a form of response and has consequences for those involved directly in the conflict and for those on the periphery.
- People often need to share their story with “bystanders” when they are in conflict.

3. PARTICIPATION DOES NOT HAVE TO MEAN ENDORSEMENT OF ONE SIDE

- What an individual does, or does not do, has an impact on the conflict.
- Coaches can positively effect how the person responds to a conflict situation.
- People can provide parties in conflict with the opportunity to think creatively about the situation and explore different options for resolution.

4. ONE “SIDE” IS *LESS* THAN ONE HALF OF THE STORY

- Most people only share the part of the story that makes them look good and the other person look bad.
- Nobody sees his or her entire role in a conflict.
- Conflicts need to be understood within a larger context; systems and structures may contribute as much as individual perceptions and relationships.

5. PEOPLE CAN SOLVE THEIR OWN CONFLICTS

- People are problem-solvers in most of their daily roles, both at work and at home.
- The most appropriate resolution comes from those directly involved in the conflict.
- Resolving a conflict builds confidence and skills that can be of use in future situations.