

WHAT IS COACHING FOR CONFLICT RESOLUTION?

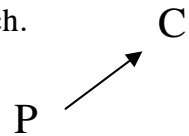
Definition

Coaching for conflict resolution is an informal third-party approach, which supports and encourages people in conflict to address their concerns and create joint solutions. It is the most common third party role that people play in conflict. We may act as conflict resolution coaches when people such as members of our families, or our workplace colleagues or our neighbours come to us with their conflicts.

COACHING SITUATIONS

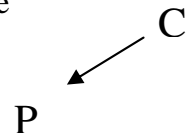
When a person approaches us

This is a common opportunity to respond to conflict as a conflict resolution coach. A family member, friend, co-worker or neighbour approaches you about a conflict they are experiencing, often simply to talk. At this point there may be a temptation to triangulate and take sides. Conflict resolution coaching involves actively assisting that person to try to resolve their conflict constructively. This person may be the only party involved in this conflict with whom you speak.



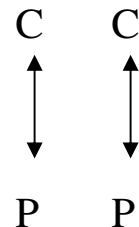
When we make the approach

You also have the option of initiating a response when you are concerned about the destructive impact that a conflict is having on one or more people you know. It is important to make the approach with a clear intent, to clarify what the conflict is about and to determine how best to assist the people involved to approach the conflict constructively.



Working with two (or more!) people

This may happen by request of a person with whom you have talked, or it may be a useful next step to assist all parties to work it out themselves. You may have a responsibility, for example as a supervisor, to ensure that the conflict is resolved positively and that you speak to all parties. When approaching a second party, it is important to be aware of concerns such as bias and confidentiality.



Intervening in open conflict

Conflict resolution coaches can assist parties caught in the midst of a conflict. Coaches facilitate greater understanding by clarifying misunderstandings surfacing interests, and supporting parties to clarify solutions. Conflict resolution coaches facilitate disputing parties through a conflict resolution process similar to the problem solving process with which you are already familiar.