

# A MODEL *for...*

## CONFLICT RESOLUTION COACHING

### Approach??

If you are not approached, you may perceive a need to intervene.

- 1 Vent!** Invite the person to speak uninterrupted, listening actively.
- 2 Clarify:** Name the issues needing resolution and highlight the interests (fears, needs, hopes, desires) expressed.
- 3 Imagine:** Ask the person to identify her/his goals and objectives in the situation.
- 4 Chose:** Explore the best approach to address the conflict. Which tactics match the goals? Let it go? Talk? Mediation? Going to a higher authority? Getting more information?
- 5 Prepare the person** to take the next steps in a constructive way.
- 6 Follow-up:** Check in with the person later, to see how the conversation went.