

Conflict Resolution Coaching Program

The Conflict Resolution Coaching (CRC) Program is a practical, interactive program designed to help individuals (employers, executives, managers/supervisors, employees, individuals) increase their understanding of conflict situations, particularly the less tangible 'behind the scenes' dynamics, and support them to find constructive and effective strategies to address those situations. This program can help when there is a need to deal with conflicts effectively but the client is uncertain what approach(es) may be most successful or when there have already been unsuccessful efforts to resolve the situation and outside, objective support to determine potential new strategies to move things forward would help.

The Objectives of the program are to help participants:

- Share the situation(s) and their concerns about it
- Explore the underlying issues and patterns that may be contributing to the situation
- Examine their default style for addressing the situation(s), how that is helping... or not
- Strategize constructive, effective ways to move the situation towards a positive resolution
- Develop a realistic, practical implementation plan for effecting sustainable change(s) in the situation and in their personal conflict management style if required.

Methodology

Coaching sessions are typically done by telephone and are 60-90 minutes in length. Longer or shorter sessions can be arranged. In person sessions may also be arranged at our offices if convenient. Scheduling will be arranged at the mutual convenience of the client and the CRC Coach. The frequency of the coaching sessions is determined by need, urgency and availability. This will be determined in consultation between the client and the CRC Coach.

Potential Return on Investment (ROI)

Unresolved or poorly resolved conflicts can escalate out of control. Frequently they could have been resolved earlier with a more constructive approach. While CRC requires an investment on the part of the participant or their organization, it has the potential to not only build capacity in the client to resolve things more effectively in the future but may also reduce the need for costly outside processes (grievances, complaints, investigations etc) or professional help such (mediators, lawyers, consultants etc).

Escalating conflicts can bring significant costs to an organization when outside resources are needed to help resolve the situation(s). CRC is a viable option to help participants learn effective ways to resolve conflicts and address situations effectively themselves. This can potentially result in better solutions, increased capacity to deal with conflicts and reduced risk of complaints, grievances or escalation.

Professional Workplace Interaction Coaching Program™ – another option for those situations where there are serious concerns about the choices being made and / or specific behaviours that may be contributing to an unhealthy work environment. Contact us for more information.

***For more information on coaching packages or other consulting services we provide,
contact CanMediate International***

T: 613.298.8105 E: info@canmediate.com