

## **Conflict Coaching for Individuals and Teams**

Most of us have experienced coaching at one time or another, though we may not have identified it that way. Typically, a person receiving conflict coaching needs additional support to arrive at the next stage of learning and development in a specific area of their lives or work. Whether you are new to mediation and conflict resolution, a leader, staff member, volunteer, or otherwise involved in a social or political movement, you are bound to encounter challenges where additional support would be welcome. Conflict coaching focuses on assisting either an individual or a team to work through a specific conflict and/or learning conflict resolution skills to be more effective in handling conflict generally. The conflict coach works with you (or your team) to determine what your concern is regarding your dispute, others' role in the dispute, and your role in the dispute, along with your desired outcome. Once that has been assessed, the coach can provide support, emotional guidance, and practical teachings about how to move more effectively in and through this conflict, and, ideally, in future conflicts.

### ***Conflict Coaching for Individuals and Teams***

This is a one-on-one process where a trained coach helps an individual gain more competence and confidence to engage with interpersonal or workplace conflicts. The process includes: Inquire about the situation; name and deconstruct the elements of the conflict and build self and other awareness; explore choices and uncover potential plan of action items to meet goal; reconstruct the situation to confirm choices and develop a plan of action. Team coaching applies similar conflict coaching methods to a team of people. In teams where conflict competency has been identified as an area for improvement, individual conflict coaching is often used in combination with team coaching, to improve each individual team member's ability to engage individually in the team conflict or team dynamic.

The team learns to see itself as a single system that is responsible for delivering certain outcomes. Team coaching explores and surfaces an understanding of both individual and group behaviors, assists with trust-building, and focuses on improved communication within the team.

Source: Excerpts from the Conflict Literacy Framework 2020