



# CCI Academy

Working towards a more peaceful future

# CONFLICT MANAGEMENT COACHING

Samantha Hardy (PhD)



# ABOUT CONFLICT COACHING

REAL Conflict Coaching™ is a structured process that supports clients to work towards effectively managing their own conflicts.

It helps clients manage their current conflict more effectively, but it also builds skills and confidence to help them to manage future conflicts.

It is a very practical method for clients to analyse their conflict, to consider the impact that it is having on their personal and/or working life, and to make informed choices about how to manage that conflict constructively in the future.



The process is confidential and the coach will not share with anyone what the client has discussed during coaching sessions.

The coach does not provide advice or make decisions for the client.

Conflict coaching may be used as a stand alone process, or in conjunction with other services such as mediation or investigation.

## COACHING HELPS DEVELOP:

**CLARITY:** Ensure you have the facts straight about your conflict situation.

**COMPREHENSION:** Understand your needs and goals, and those of others.

**CHOICES:** Identify and evaluate your choices for moving forward.

**CONFIDENCE:** Develop your confidence about managing conflict and achieving your goals.

**COMPETENCE:** Increase your conflict management skills so that you can constructively engage in the conflict.

# REAL COACHING VALUES

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## Reflection

REAL Conflict Coaching encourages and assists people to develop the capacity to engage in reflective practice in their future conflict interactions, for the purpose of reflective learning and the development of artistry.

## Artistry

REAL Conflict Coaching builds peoples' capacities to engage in future conflict at the level of artistry.

It encourages and supports individuals to go beyond the merely satisfactory, and to achieve excellence.

## Engagement

REAL Conflict Coaching supports people to constructively engage with, rather than avoid, conflict. REAL Conflict Coaches assist people to find the right level of depth at which to engage, and to sustain that engagement in the long term if necessary.

## Learning

REAL Conflict Coaching is grounded strongly in principles of adult learning. It supports people to engage in lifelong reflective learning.

# HOW COACHING WORKS

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I will meet with the client's employer (if applicable) and the client separately for an initial consultation – each meeting will take about an hour.

During this time I will explain to the client and to the employer what is involved in conflict coaching, and assist them to decide whether conflict coaching is suitable for their needs.

Coaching can take place in person, or over online platforms such as Skype or Zoom.

In most workplace conflict situations, clients undertake a program of conflict coaching with four to six 90-minute coaching sessions.

This program can be adapted to the client's particular needs (e.g. if preparing for a mediation, more frequent sessions may be needed leading up to the mediation; or if the conflict situation is particularly difficult the client may wish to have more sessions over a period of time).



## BUILD YOUR CONFLICT CAPACITY.

Conflict coaching is not meant to be an ongoing support service. Ideally, except in cases of significant conflict that require long-term management, clients should make sufficient progress over a 6-session program to be able to effectively manage any ongoing conflict themselves.

# OUTCOMES AND BENEFITS

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There are a range of potential outcomes and benefits of conflict coaching.

Clients report great value in having an independent support person to discuss their conflict situation with.

They frequently develop a deeper understanding of the situation from both their own and others' perspectives.

This also tends to promote better communication between the client and other people.

Coaching often results in the client managing and resolving their conflict in a constructive manner.

Clients also develop their competence and confidence to manage future conflicts more constructively.

The main objective of the conflict coach, irrespective of the choices clients make, is to support them to make their choices based on a good understanding of the situation and to manage their future actions in a constructive way.



## DR SAMANTHA HARDY

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Dr Samantha Hardy is the principal of Conflict Coaching International, an organisation that provides coaching and training in conflict management and resolution. She is also the lead trainer for CCI Academy. She provides conflict support to managers and leaders across the world. Sam has been accredited as a mediator under the Australian National Mediation Accreditation System and is a Certified Transformative Mediator by the US Institute of Conflict Transformation.

Sam is an experienced conflict coach and the founder of the REAL Conflict Coaching System. She holds a PhD in Law and Conflict Resolution, as well as other postgraduate qualifications in adult education. Sam is a well known trainer and university educator, holding adjunct appointments at a number of universities in Australia, Hong Kong, Singapore and the USA. Sam has also published widely in conflict resolution, including her books *Dispute Resolution in Australia* and *Mediation for Lawyers*.



Samantha has been described as a "practical thinker and a thinking practitioner".

## WHAT CLIENTS SAY

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Sam's particular skill of really listening in an open and non-judgemental way and of empowering the person being coached is so valuable in and beyond the workplace.

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I appreciate the comfort zone and positive vibe Sam creates.

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Sam provided staff the opportunity to feel at ease with any discussions in relation to conflict - this was useful in both their work and private lives.

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Thanks to Sam, I am no longer scared of conflict and I feel confident managing it myself.



# TO FIND OUT MORE

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