

## **Conflict Resolution Coaching Services**

### **What is Conflict Resolution Coaching?**

Conflict Resolution Coaching is a voluntary process to assist an individual to more effectively cope emotionally and mentally with a specific conflict, and address that conflict in a constructive manner. The individual works one-on-one with a neutral facilitator. Conflict resolution coaching provides the support and guidance that the individual needs to understand the conflict, and empowers the individual to maintain control of the decisions about their situation as well as provide the skills necessary to better handle the conflict.

The coach assists the individual to develop a more comprehensive understanding of the conflict at hand, including perspectives of the parties involved, and the influences, dynamics and factors that may affect the conflict. The individual, with the guidance of the coach, then identifies goals of what the individual wishes to achieve in resolving or addressing the conflict. With the goals in mind, interaction strategies and/or concrete skills are developed to help the individual to constructively resolve the conflict with the other parties.

Conflict Resolution Coaching can be particularly helpful if other means of resolving the conflict are not available. For example, the parties involved in the conflict may not all agree to participate in mediation. This process can also be used for individuals who want assistance with how to approach another individual or to develop skills to more effectively deal with conflicts which commonly arise.

### **What is the Conflict Resolution Coaching Process?**

The coaching process is based on the Comprehensive Conflict Coaching Model. It involves approximately 2 to 4, one-on-one sessions with the coach. Each session typically takes 1-2 hours. The process is directed by the individual depending on his or her needs and comfort level.

The process typically involves four stages if it is determined to be appropriate for and by the individual and the specific conflict at hand:

**Stage 1 – Discovering the Story.** The individual tells their own story regarding the conflict and their perspective of the conflict. The coach assists the individual to develop the most complete story possible, which also includes how the other parties may be experiencing the conflict.

Stage 2 – Exploring the Story from Different Perspectives. The coach then explores with the individual 3 perspectives that may have a significant impact on the conflict on all parties involved: Identity, Emotion, and Power. This aims to help the individual gain a deeper understanding of the conflict and the dynamics involved.

Stage 3 – Crafting the Best Story. At this stage, the individual develops a vision of what their ideal situation would be, and to translate that vision into action.

Stage 4 – Enacting the Best Story. The coach then helps the individual to develop the skills necessary in order to realize their goals in addressing the conflict, including communication and negotiation skills.

### **When is Conflict Resolution Coaching Helpful in Caring for Individuals who are Elderly or with Special Needs?**

Meeting the needs of an individual who is elderly or with special needs can be very complex, and can be very stressful on an individual, the caregivers, and other family members and friends. Many issues and disagreements, often those that are emotionally charged, may arise throughout the course of caring for an individual who is elderly or with special needs.

Conflict resolution coaching can assist family members and friends to address and resolve some of these conflicts more effectively and directly with the parties involved. Resolution of these conflicts can prevent escalation of the issues at hand, which may lead to the need for more intrusive and stressful interventions (e. g. , court disputes). This coaching process is particularly useful when there is resistance by other parties who are unwilling to use or participate in other forms of alternative dispute resolution processes, such as elder mediation.

Conflict resolution coaching can assist the individual and their families and friends with conflicts that can arise such as:

- What assistance does this person really need? (e. g. , financial, medical, daily activities, psycho-social)
- How to help the person accept and receive the help they really need?
- Who and how should that assistance be provided? (Who should have power of attorney? Who should seek guardianship? Who should be the conservator?)
- What services does this person need? Who will make arrangements for these services?
- How will services be provided that will meet the needs of the individual?

- What type of medical treatment will the person receive?
- Who will care for the individual and when?
- Where will the person live?
- How is care to be paid for?
- How will quality of life and care be maximized?
- Should the person still be driving?
- How can we keep the person living as independently as possible?
- How will finances be managed?

### **Why use Conflict Resolution Coaching?**

Conflict Resolution Coaching:

- Improves communication and cooperation;
- Promotes empathy and understanding;
- Increases conflict competency;
- Keeps the focus on the future needs of the individual and is goal-directed;
- Keeps matters private and confidential;
- Empowers the individual to identify creative problem-solving and solutions;
- Creates solutions that are sensitive to the needs and interests of those involved;
- Provides the skills necessary in order to more effectively resolve conflicts; and,
- Minimizes court costs and attorney fees.

In other words, Conflict Resolution Coaching can: protect dignity; improve the quality of life and care for the individual who is elderly or with special needs; and, preserve and promote lasting and valued relationships for the individual.

### **About Us - Who are the Conflict Resolution Coaches?**

The conflict resolution coaches are a collective of experienced elder and family law attorneys and individuals who are well versed in alternative dispute resolution processes, including elder and family mediation, and problem-solving. We have received the highest quality and extensive training in the Comprehensive Conflict Coaching Model designed by Tricia Jones and Ross Brinkert, based on interdisciplinary, evidence-based research in the areas of communication, conflict, negotiation and psychology.