

BRIEF CONFLICT COACHING MODEL – COACH VERSION

Stage	Key Questions for the Client
Preparation	<ul style="list-style-type: none"> • Do you understand the nature and purpose of conflict coaching? • Are you willing to take part in the process?
Stage 1: Discovering the Initial Story	<ul style="list-style-type: none"> • What is the conflict? • What else might be important in the conflict? • How would other people in the conflict tell a different story?
Stage 2: Three Perspectives	
Identity	<ul style="list-style-type: none"> • How are you and the other person currently portrayed in this conflict? • Who do you and the other person want to be? • What are you doing to protect your identity? • What are you doing that might affect the other person's identity?
Emotion	<ul style="list-style-type: none"> • What are you feeling in the current conflict? • What is the other person feeling? • How do you would want to feel? • How does the other person want to feel? • What could you do to feel better? • What could you do to make them feel better?
Power	<ul style="list-style-type: none"> • How would you describe the power relationship you have with the other person? • What do you and the other person want to accomplish? • What, if anything, do you need to accomplish your goals? • What behaviors are most likely going to help you meet your goals?
Stage 3: Crafting the Best Story	<ul style="list-style-type: none"> • What is your vision of the best outcome? • What skills do you need to make that happen?
Stage 4: Enacting the Best Story	
Communication Skills	<ul style="list-style-type: none"> • Does it make sense to confront and, if so, how? • How can you be respectful to the other party? • How can I help the other party understand me? • How can I better understand them?
Conflict Styles	<ul style="list-style-type: none"> • What conflict communication styles are you and the other party using? • What style and tactics make the most sense in this situation?
Negotiation	<ul style="list-style-type: none"> • Should you directly negotiate with the other party? • Should your strategy be primarily cooperative or competitive? • How will you put that strategy into action?
Other Dispute Resolution Processes	<ul style="list-style-type: none"> • What other options are available to you for working through the situation? • What dispute resolution option is most appealing at this time? • What steps are necessary to pursue this option?
Parallel Process: Learning Assessment	<ul style="list-style-type: none"> • What do you most want to achieve as a result of the coaching process? • What will be the observable signs of success – short-term and long-term?