

CONFLICT COACHING

CEDR (DoDEA's CENTER FOR EARLY DISPUTE RESOLUTION)

What Is It?

Conflict coaching is a process in which a conflict coach works in a confidential, one-on-one relationship with the coaching client to develop the client's conflict-related understanding, strategies, and skills. It can be used as preparation for a conflict that is developing or to analyze and understand a conflict that has occurred. The process is focused on supporting the coaching client and helping that client understand and work with a conflict situation constructively and effectively.

Conflict coaching generally requires more than one session. The number, length, and timing of the sessions are determined by the coach and the client, based on the complexity of the situation and the client's needs and interests. Coaching sessions can take place in person or by telephone.

Coaching can be proposed by the client or by someone in the client's supervisory chain. In all cases, however, the client must be willing to enter the coaching relationship and may terminate the coaching sessions if the process is not meeting his or her needs. Confidential information about coaching sessions will not be shared with supervisors unless the client, the supervisor, and the coach have agreed in writing to share particular information (for example, the number of sessions) prior to the coaching sessions.

Conflict Coaching Can Be a Good Idea for Someone Who:

- » Faces a particular type of conflict on a regular basis and wants more strategies, skills, or understanding to use in addressing it
- » Wants to learn more about why an earlier conflict developed as it did and have new options for the future
- » Is a developing leader faced with new types of conflict
- » Does not feel effective in the use of one or more conflict-related skills (for example, listening or providing feedback)
- » Is more comfortable examining the conflict in a situation where he or she can communicate candidly, outside the hearing of other parties involved
- » Seeks an alternative to mediation because the other party is unwilling to mediate

Conflict Coaching Is Not Appropriate for Someone Who:

- » Is unwilling to participate
- » Is too angry to discuss the conflict situation at the current time



How Do I Get More Information?

For further information about mediation at DoDEA, contact CEDR (DoDEA's Center for Early Dispute Resolution) at cedr@hq.dodea.edu; 703 588-3060 or see www.dodea.edu/offices/cedr

For mediation of EEO claims, contact DMEO: <http://dodea.edu/offices/eoo>