

RESPECTFUL WORKPLACE PROGRAM CONFLICT COACHING

What is Conflict Coaching?

Conflict Coaching is one-on-one support to help an individual deal with a conflict situation. It is a confidential and voluntary process and may be used to:

- assist employees to manage or resolve a dispute, or prevent one from escalating unnecessarily;
- develop employees' conflict resolution competencies such as making an attitudinal or behavioral change in their approach to conflict;
- help new managers learn conflict management skills specific to their needs;
- prepare employees for participation in mediation as a pre-mediation process;
- address matters that may arise post mediation such as ongoing issues and relationship dynamics; and
- apply skills learned in conflict management and other related training.

How can a Conflict Coach help?

- A Conflict Coach helps clients explore how they deal with conflict situations; what changes they would like to make and the possible steps to achieve their goals.
- A Conflict Coach offers objective, non-judgmental feedback asking pertinent questions so clients have the opportunity to reflect on their approaches to conflict and consider ways to increase their effectiveness in dealing with conflict.

What do clients have to do?

- Clients must be interested in improving their effectiveness in dealing with conflict situations; sharing concerns and experiences with the Conflict Coach and, being open to taking specific actions aimed at meeting their goals.
- Clients must also communicate honestly with the Conflict Coach and be open to feedback and assistance; give the time and energy required to fully participate; and, provide honest feedback to the Conflict Coach on his/her perception of the coaching relationship.

How does Conflict Coaching work?

- The Respectful Workplace (RWP) Coordinator may provide the coaching services directly or may contract this work to an external consultant approved by the Public Service Commission.
- The Conflict Coach and the client must work together to create a mutually respectful relationship.
- Meetings will take place at times that are convenient to both.

- Conflict Coaching provides a framework guiding the client to identify and take action steps to reach his/her stated goals; and, provides feedback and skill development helping shift destructive reactions to conflict to constructive responses.
- Either party may end the relationship at any time.

For further information, please contact an RWP Coordinator:

729-2290 (Local)

1-888-729-2290 (Toll Free)