



## Coaches who are able to offer specialist knowledge when required.

### Setting clear direction

Both those who are embraced in a dispute and those who have to manage conflict can benefit from the help of a conflict coach. Managers too sometimes find themselves struggling to know how to respond to an unhappy team or a disgruntled team member whose grudge is directed toward them.

Conflict coaching can help give clarity on possible ways forward, help individuals make sense of a troubling situation and enable people to get to the nub of what is really bothering them and what they want to achieve. It can prompt reflection on the perspectives of others and genuinely help change mindsets, so improving the prospect that commitments to resolutions will be lasting.

It will almost always better prepare individuals for more effective mediation, and add value during and after other forms of ADR too.

### Coaching of a kind

Coaching is non-directional in nature. Conflict coaching differs a

little, in that not all who come to coaching believe that it may help them, whilst many are influenced by the views of others.

What's more, whilst coaching assumes that a person being coached 'has their own answers', in conflict scenarios, many don't know what alternatives are available to them. For example, not all will appreciate the different types of mediation that might be considered nor have a realistic view about what might be achieved should they set a course toward an employment tribunal hearing.

Conflict coaching is typically a brief intervention, often restricted to just one or two conversations, and not allowing for the normal development of relationship and on-going process of a dialogue that coaching usually requires.

For these reasons, our coaches *expect* to often be asked to offer limited advice, share knowledge and act as a reflection-boards for the people they coach. This switching of roles between consulting and

coaching is a normal agreed 'boundary rule' for conflict coaching, although it requires practitioners to be clear what role is most appropriate for them to play at any particular time, to recognise the boundaries they are qualified to operate within and know how to complement support being provided by others.

### A dedicated practice

Our coaches are highly experienced not just in coaching, but coaching individuals through conflict. All are fully trained, accredited by professional coaching bodies and submit to voluntary supervision. Several have won awards recognising their achievements in coaching practice.

Coaching conversations of between 30 minutes and 1 hour a time are usually spread over a number of weeks, if not restricted to just one or two sessions. As well as face-to-face sessions, coaching conversations may optionally be conducted by phone or Skype call. Please call us to find out more.



The Janus Partnership provide specialist dispute resolution services, training and consultancy for managing conflict at work. We offer mediation, conflict coaching, grievance investigation and advisory services to help organisations resolve workplace disputes and to ensure that differences are channelled constructively. Our range of training courses is aimed at helping HR generalists and line managers become more effective at managing and containing conflict, as well as being suitable for coaches and mediators.

**PLEASE CALL +44 (0)20 7870 1080 TO FIND OUT MORE.**