



**CCR**

INTERNATIONAL

**Canada's premier WORKPLACE**  
conflict resolution firm

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# CONFLICT COACHING

Competency in conflict management is a necessary part of every leader's tool kit. The effectiveness of executives, managers, and supervisors in dealing with conflict can be significantly improved through Conflict Coaching. CCR International Conflict Coaches will provide one-on-one sessions to help develop positive and productive conflict management skills.

CCR International's Conflict Coaching process focuses on the individual's goals and conflict management needs. It is an opportunity for the individual to step back, look at his/her situation from a broader perspective, and become a more effective leader. Conflict Coaching can be valuable in a variety of situations.

When managers and supervisors find themselves frequently involved in conflict situations or when they find their way of handling conflict to be unproductive, Conflict Coaching is an opportunity to build new skills and change negative behaviors. In the coaching session, the individual will reflect on his/her conflict management style and learn how to replace unproductive behaviors with more constructive approaches.

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Conflict Coaching can also be beneficial to assist individuals in working through a specific conflict. In this type of situation, the coaching session focuses on analyzing the conflict situation, developing a strategy for resolution, and building skills in problem solving. This type of Conflict Coaching may be done in tandem with other conflict resolution processes such as Mediation, Negotiation, or Facilitation.

Conflict Coaching is also effective when done in combination with training. An individual may participate in a Conflict Resolution skill-building workshop and then utilize a Conflict Coach to enhance the application of skills and theory learned in the workshop.

Specific timelines and length of coaching session will be dependent on the type of Conflict Coaching received and the goals of the individual. Conflict Coaching can be done in intensive sessions of 1 to 3 days with scheduled follow-ups. Weekly sessions of approximately 1 hour can also be scheduled over a period of weeks. This type of Conflict Coaching can be done in person, by telephone, or on-line. CCR International will be pleased to discuss your individual needs and find a Conflict Coaching schedule that is right for you.

CCR International Conflict Coaches are conflict management professionals who understand the challenges that organizational leaders face. In a confidential forum they become the client's personal advisor, motivator, trainer and supporter.

The goals of CCR International's Conflict Coaching are for the individual to:

- Identify and attain conflict management goals
- Change negative habits, behaviors and attitudes
- Develop constructive responses to conflict
- Improve language and communication skills
- Build self-awareness
- Increase competency in conflict management

While the benefits of Conflict Coaching are aimed at the individual, organizations that encourage staff to build competency in conflict management also benefit. A leader who is well equipped and effective in conflict management will respond to pressure and change more constructively, build productive teams, and encourage a positive work environment.

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**Toll Free Ph. 1 888 421-7822**

Toll Free Fax. 1 888 720-9862

Email [info@ccrinternational.com](mailto:info@ccrinternational.com)

Web [www.ccrinternational.com](http://www.ccrinternational.com)