



2-DAY TRAINING PROGRAM

# COACHING FOR CONFLICT MANAGEMENT

Conflict Coaching is a unique tool in preventing and resolving workplace conflict. *Coaching for Conflict Management* will give you the skills you need to coach employees, colleagues, and clients in finding workable solutions to conflict situations.

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

## In this 2-day Training Program you will:

- Develop greater awareness of personal communication patterns and how they affect conflict situations
- Enhance your understanding of the coaching process and how it can be used in addressing workplace conflict
- Explore a variety of conflict coaching tools and techniques
- Build your proficiency as a conflict coach

### The Agenda:

#### DAY 1 – TOOLS FOR COACHING

##### *Personality Differences*

- Recognizing Perceptions and Assumptions
- The Dynamics of Differences in Conflict Situations
- Speaking to Be Understood

##### *Asking Powerful Questions*

- Exploring Needs and Interests
- Developing Listening Skills

#### DAY 2 – THE COACHING PROCESS

##### *The Role of the Coach*

- Building Credibility and Trust
- Empowering Others to Communicate Effectively

##### *Coaching Frameworks*

- Coaching Models
- Coaching Simulation

CCR International Training Programs are highly interactive. Participants experience real life situations through case studies, role-plays, and exercises. This allows participants to explore their questions, issues, and needs while utilizing proven models and theories to inform this exploration. The intended outcome is always action – the ability to resolve conflicts more effectively.

Coaching for Conflict Management can be customized to meet the unique needs of your organization.

**CCR**

INTERNATIONAL

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)