
Conflict Coaching: Better sooner than later



Your challenge

Conflicts are one of the most frequent occasions for coaching. The consequences of unresolved conflicts can be considerable in both the private and professional spheres. In addition to separation/divorce in partnerships and the associated consequences for children and relatives, the consequences of unresolved conflicts in the professional sphere are no less drastic. Lack of work motivation, frequent illness, loss of performance and mobbing can cause high costs for the company. Reason enough to intensively search for ways to resolve conflicts.

Your objective

In the future, you want to mitigate the consequences of unresolved conflicts or prevent them from arising in the first place. You take countermeasures and prevent conflicts from escalating. You help to release positive energies with coaching. You want to achieve that the relationship between the parties involved is better after the conflict than before the conflict. You want to save follow-up costs.

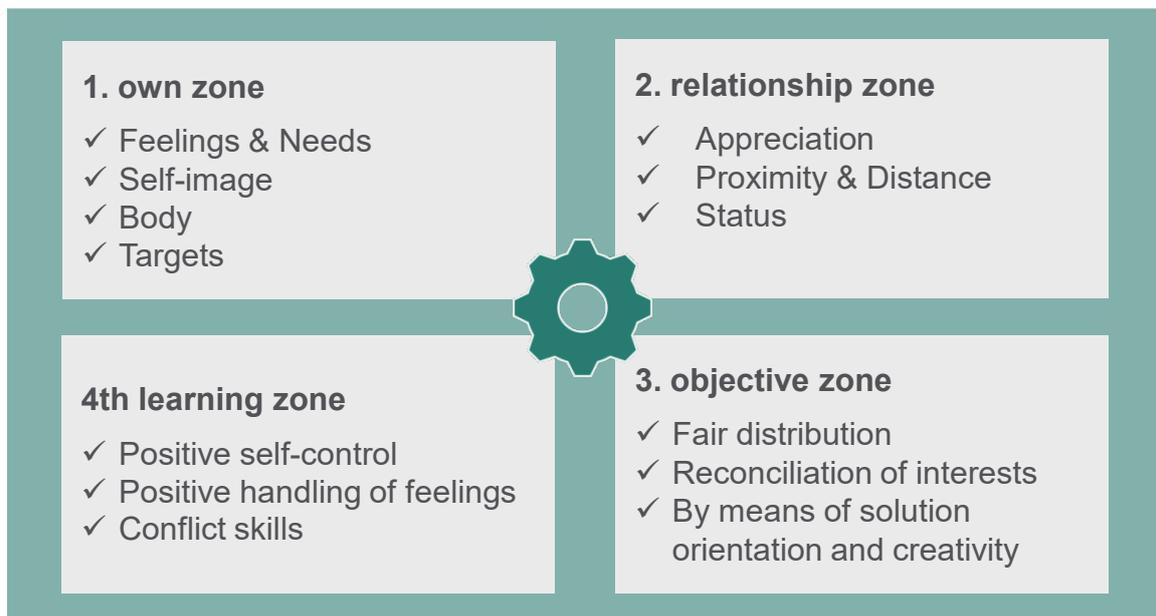
The target group

- Conflicts between manager and employee
- Conflicts within a team
- Conflicts between teams
- Conflicts in relationships
- Conflicts in the family (parent-child)
- Conflicts among friends

The types of conflict

- Conflicts of interest and objectives
- Conflicting values
- Resource conflicts
- Role conflicts
- Distribution conflicts
- Conflicts of judgement and perception
- Inner conflicts

Conflict Map ©: The Coachingwerk - Approach



Self-regulation as the key

With our 4 Zone Matrix in Conflict Coaching, we pursue an approach that goes far beyond the pure focus on the area of "communication and conversation" often used in classic conflict coaching and places **greater emphasis on self-regulation**. The background to this is that a clarifying discussion between the parties involved in the conflict is often experienced as unpleasant or even threatening, or is not possible or meaningful.

The 4 zones

Therefore, we consider four solution zones: In our **own zone**, we direct our clients' attention to their own feelings and needs in order to regulate them. In this way, clients gain distance from the conflict and bring themselves into a good resourceful state from which they can develop solutions. In the **relationship zone** we look at the affective dimension of the relationship and make it conscious (e.g. by asking "what do you appreciate about the other person despite the conflict?"). And already a change of perspective becomes possible. In the **factual zone** we encourage our clients to think about factual solutions for conflict resolution. This could be, for example, a fair distribution of tasks and responsibilities towards a win-win situation. This presupposes the respect already established in the relationship zone as well as a common interest in conflict resolution. In the **learning zone**, individual conflict competencies are ultimately strengthened, enabling a better solution. On the one hand, these include the ability to communicate clearly and to recognise factors that exacerbate conflict. On the other hand, taking one's own emotions and needs seriously and reflecting on a possible link between the experience of conflict and biographical issues.

Conflict Map ©: Proven Process



Together we will adapt the exemplary process and the main content to your objectives.

Exemplary procedure

1. joint clarification of the task & definition of the goal

1. Individual discussions with both parties to the conflict & identification of the conflict issues and personal goals
2. Joint definition of objectives with both conflict parties and client

2. individual coaching with both conflict parties

1. Individual conflict coaching with both parties in parallel with two different coaches of the Coachingwerk
2. In 2-4 sessions (approx. 1-2h) the 4 zones of the conflict map are® worked through. In order to ensure the willingness to disclose the hidden conflict drivers and the will to find a solution together, the preparatory individual coaching sessions are essential.

3. conflict resolution

- Moderated conflict resolution meeting with both conflict parties and coaches
1. Release of tensions on the relationship level
 2. Negotiation of possible factual solutions for a win-win situation
 3. Concrete agreement with criteria

4. evaluation (optional)

1. Evaluation, documentation and consensus on solution approaches and next steps with both conflict parties and client
2. Fixing the date of the joint retrospective

5th retrospective

1. Mutual feedback after 3 months with both conflict parties.
(What works well? What does not work? Is the conflict resolved?)
2. Lessons learned and further steps if necessary

Average approx. 6 weeks

4 weeks

3 months