

**CONFLICT MANAGEMENT  
COACHING:  
*WHAT MAKES THIS  
SPECIALTY SPECIAL?***

by Cinnie Noble

International Authority for  
Professional Coaching & Mentoring

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# OBJECTIVES

Coaches will learn:

- ❖ A context for our discussion on conflict management coaching (aka conflict coaching)
- ❖ What distinguishes this process from other types of coaching
- ❖ Conflict management coaching tool
- ❖ The stages of the **CINERGY**<sup>®</sup> model

# CONTEXT - MAIN COMPONENTS OF INTERPERSONAL CONFLICT

- At least one person perceives that there is something amiss between her or him and another person.
- Incompatibilities are evident about perspectives, goals, interests, expectations, needs or ways of communicating.
- The person (or persons) who perceives discord experiences negative emotions that preoccupy.
- Fault-finding is prevalent.
- External and internal reactions commonly occur.
- There is a desire to do something about the conflict.

# WHAT IS CONFLICT MANAGEMENT COACHING?

**Conflict management coaching** is a one-on-one process in which a trained coach helps clients gain increased competence and confidence to engage in their interpersonal conflicts and disputes.

# MANY APPLICATIONS

- Before Conflict
- During Conflict
- After Conflict
- Conflict Competence
- Pre-/Post-Mediation

***MANY  
CONTEXTS***

# GOAL SETTING

Common types of goals:

- To figure out whether to do anything about a situation and if so, what
- To prepare for a difficult conversation, including performance reviews and disciplinary processes
- To better understand the conflict
- To constructively resolve a dispute
- To vent to an objective person
- To be less accommodating
- To not get so defensive when...

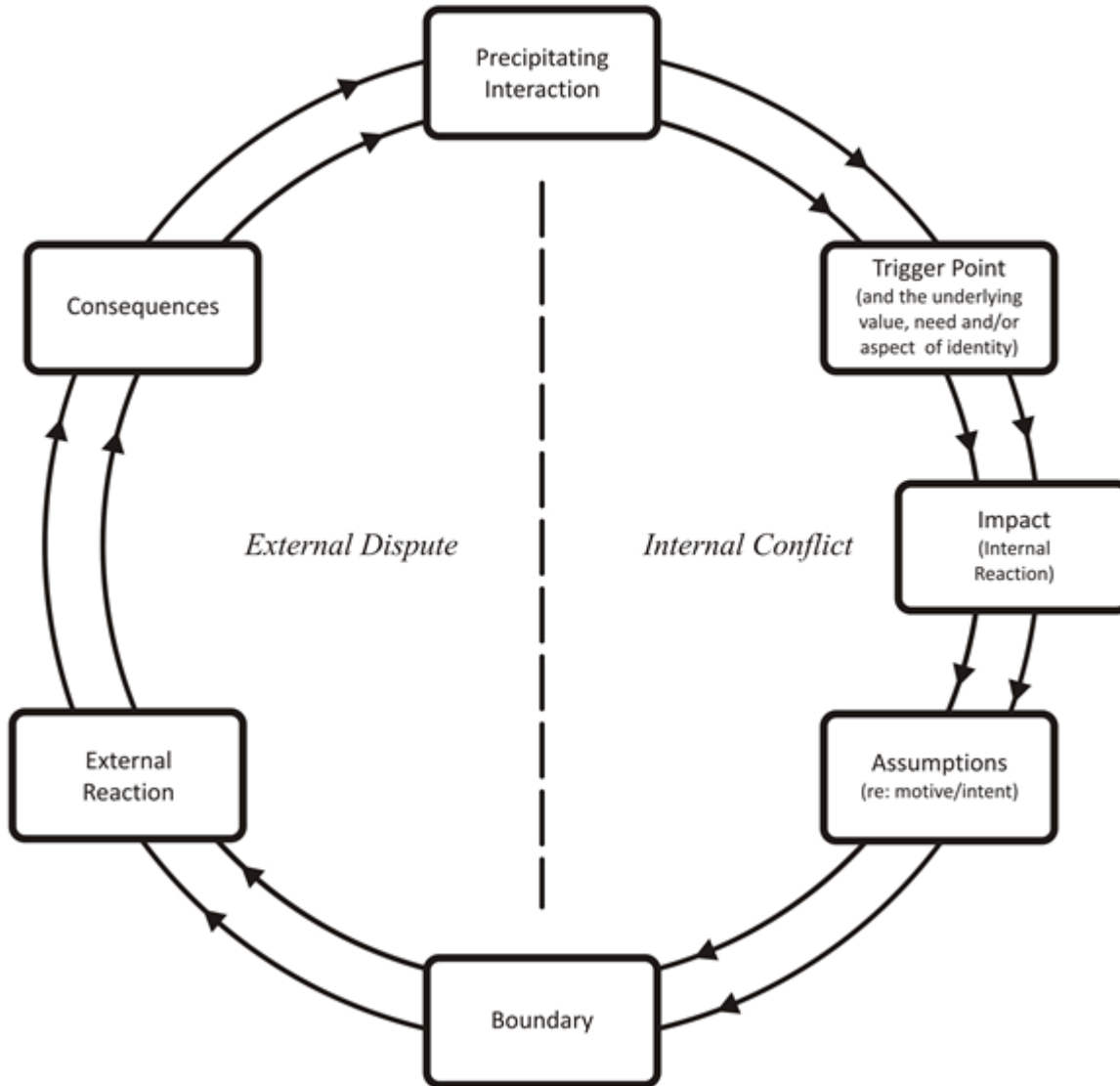
# ***RESEARCH***



# **Interpersonal conflict**

commonly occurs when we perceive that 'the other person' threatens, challenges or undermines one or more of our values, needs or aspects of our identity.

# The (*Not So*) Merry Go Round of Conflict



# The **CINERGY®** Model

- C** Clarify the goal
- I** Inquire about the situation
- N** Name the elements
- E** Explore Choices
- R** Reconstruct the situation
- G** Ground the challenges
- Y** Yes, the commitment

**A FEW NOTABLE POINTS RE:**  
**WHAT DISTINGUISHES THIS SPECIALTY?**

- Linear methodology
- Different perspectives (conflict analysis)
- Specific reasons for self-determination
- Emotional aspects

*Q* & *A*

# Cinnie Noble

Email: [cinnie@cinergycoaching.com](mailto:cinnie@cinergycoaching.com)

Website: [www.cinergycoaching.com](http://www.cinergycoaching.com)

Blog: Conflict Mastery Quest(ions)  
[www.cinergycoaching.com/blog/](http://www.cinergycoaching.com/blog/)

# BOOKS

***Conflict Mastery: Questions to Guide You***

<http://tinyurl.com/ConflictMasteryBook>

***Conflict Management Coaching:  
The CINERGY Model***

<http://tinyurl.com/CMCcinergymodel>

# A Gift



*THANK YOU*

**IAPCM**