

A Guide to Conflict Coaching

Getting the Most out of Comprehensive Conflict Coaching

As described in Tricia Jones and Ross Nikert's *Conflict Coaching* (2008), the Comprehensive Conflict Coaching model provides structured resources for one on one conflict intervention that can help individuals better navigate conflict, in place of or complementary to multiparty dispute resolution such as mediation. This brief summary sketches the stages of the model, and can guide you in deciding whether you want to work with the Ombuds Office in creating a conflict coaching program for you. The questions accompanying each stage provide an outline to the kinds of questions your coach will explore at that level.

Pre-Coaching

Is conflict coaching appropriate in this case? Are you open to it? What can you expect from coaching?

Stage One: Discovering the Story

What is happening? Who are the parties? What's the history? What are the underlying dynamics? What is at stake? What don't you know? What do you need to know to move forward?

Stage Two: Exploring the Story from Three Perspectives

Identity: What is your desired identity, and how is this conflict impeding it? How has this conflict damaged your identity? How does this conflict impact the other party's identity?

Emotion: What emotions are driving you? What emotions are driving the other party? How do your emotions make you uncomfortable with the status quo? How might they inhibit the best possible resolution?

Power: What power do you have to influence the current situation now? What power does the other party have? How do other power relationships impact potential resolutions? What would be needed to shift the power dynamics, if that is desirable?

Stage Three: Crafting the Best Story

What does an ideal outcome look like? What might prevent it? How do the three perspectives impact it? What milestones mark the path to success?

Stage Four: Enacting the Best Story

What approach can deliver the best outcome? What strategies should you pursue? What skills do you need? How can you apply conflict coaching lessons in other areas?

To discuss conflict coaching with the Ombuds, please email ombuds@unlv.edu or call (702) 895-1823.