



CONFLICT MANAGEMENT COACHING VIRTUAL TRAINING

Conflict management coaching is a one-on-one process in which a trained coach assists people to effectively prevent or manage interpersonal disputes and to enhance their conflict management skills. This process has wide application. It may be used before and after a conflict has arisen, or while it is in progress. Conflict management coaching may be applied in the organizational, family and other contexts and for coaching individuals to participate in mediation and negotiation.

Course Outcomes:

After completing this 6-week virtual training course, participants will be able to:

- Prepare a client for conflict coaching using an intake process
- Describe how to deconstruct and analyze an interpersonal conflict
- Practice the 7-stage CINERGY® coaching model
- Assess their own conflict triggers and behavioral responses
- Use various listening and questioning techniques to guide the client
- Observe and give effective client feedback
- Analyze ethical challenges and decide what is an appropriate strategy
- Develop a plan for next steps in their coaching practice

Continuing Education:

Participants completing the course will receive the CINERGY® Certificate of Completion for 24 hours. This virtual training has also been approved for 22 hours of Continuing Coaching Education Units from the International Coach Federation (20 hours ICF Core Competencies & 2 hours Resource Development). Participants [must be present to receive the full 22 hour ICF CEU credit.](#)

COURSE LOGISTICS

CLASS SIZE IS LIMITED

Senior Trainer: Patricia “Pattie” Porter, LCSW, AAP, ABW is a certified Advanced Conflict Management Coach, coach-mentor and a licensed trainer of the CINERGY® model. The workshop designed by Cinnie Noble is a pioneer in the field of conflict management coaching, and the founder of the CINERGY® model, which is taught worldwide.

Virtual Preparatory Session (Optional): TBD and announced in February

6 – week Course; Class Dates: Thursdays, March 2 – April 6, 2017
(All sessions will be recorded.)

Class times:

4:00 – 7:00 pm Pacific/ 6:00 – 9:00 pm Central/ 7:00 – 10:00 pm Eastern

18 hours of class time

Six additional hours are required outside of classroom with a coach-mentor for skills practices.

Required Course Materials: Conflict Management Coaching: The CINERGY™ Model by Cinnie Noble

Pre-requisite Reading: Noble’s book, Chapters 1-4

Optional Book: Conflict Mastery: Questions to Guide You (2014) or Conflict Mastery Workbook by Cinnie Noble

Training Cost: \$1,245 USD

Register and pay online at <http://www.conflictconnections.com/conflict-management-coaching-online.html>

VIRTUAL TRAINING TECHNICAL REQUIREMENTS

This is a highly interactive, virtual training conducted online through Adobe Connect meeting platform. To participate in this environment, you will need the following:

- Computer
- Phone
- Webcam (built in or attachable)
- Possible Adobe Flash plug-in software updates

The optional Preparatory Session to be scheduled is intended to provide technical support to ensure participant’s computer systems are compatible and they know how to work within the virtual environment.

For more information, send an email to pmporter@conflictconnections.com or phone (210) 880-4440 or visit our website at www.conflictconnections.com