

Conflict Coaching: Provision and Training

Conflict coaching for professionals and 'The Albany Model' of coaching for challenging individuals

Conflict coaching is a useful opportunity for individuals, clients or staff of organisations who need support to develop their conflict management skills. Conflict coaching for professionals and individuals was developed by Albany Mediation Services and is now provided by Conflict Resolution Team.

The Albany Model is a model of conflict coaching developed by Graham Rutson and Sheilagh Gunston for work with clients who lack the skills or experience to manage conflict well and are likely to be part of ongoing or repeat disputes and conflict.

The model draws on ideas and the core skills of one-party mediation, social work, coaching, counselling and advocacy and what the mediators see as individual capacity building. Lessons from both transformative and principled negotiation mediation models and skills applicable for work with one person are used to improve management of conflict and improve individual conflict resolution skills.

Such coaching enables individuals to develop their ability to deal with disputes and lessen their hurt and stress resulting from unresolved differences and poor conflict management skills.

Graham and Sheilagh can provide the Albany Model of conflict coaching or provide training for professionals working with challenging and conflict-driven behaviour.

A paper on the background of the Albany Model including a community case study is available on request.