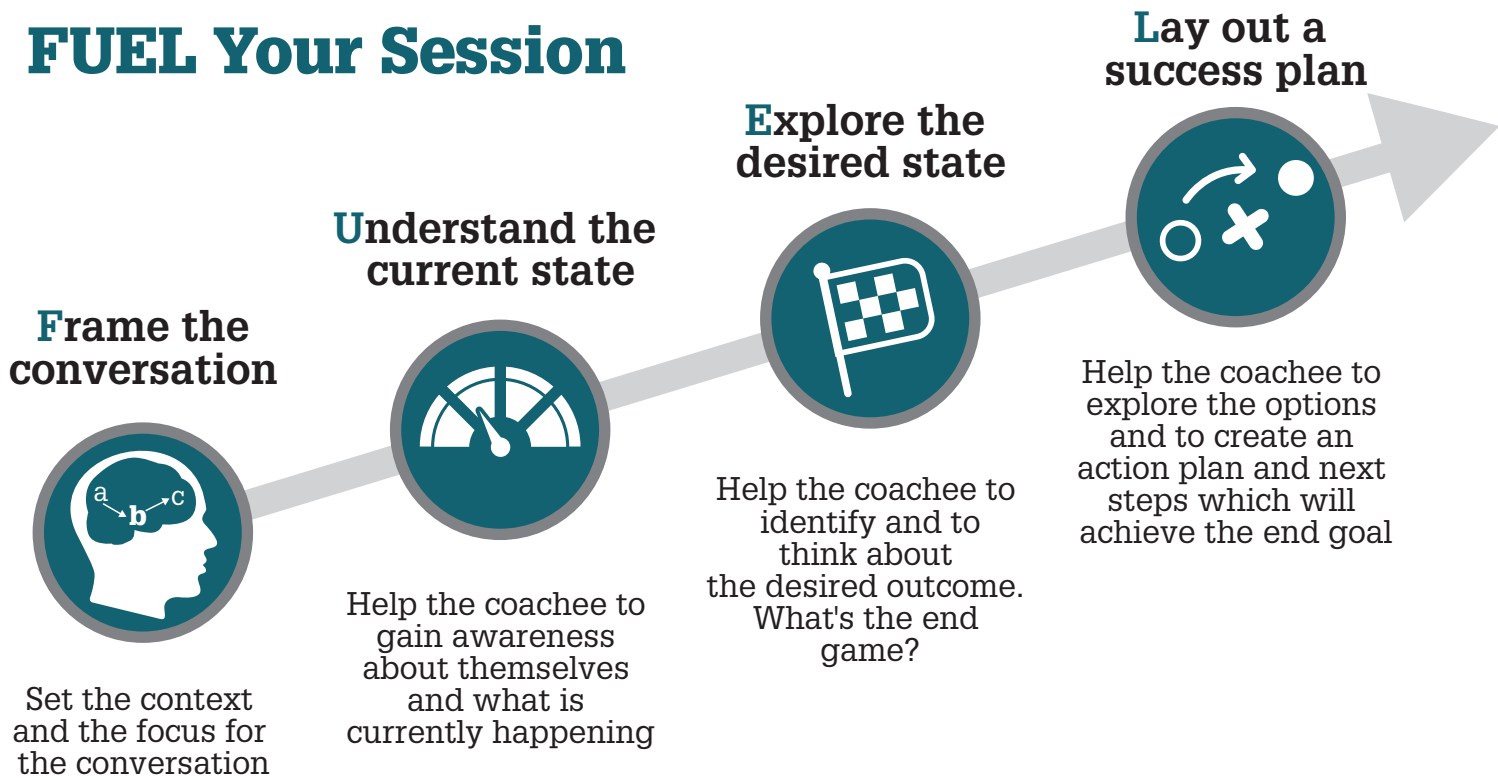


Key Skills Required When Handling Conflict

Coaching Blueprint

FUEL Your Session



Power Questions

- 1 Tell me about a time when you have had to deal with conflict in the past. What was the situation and outcome?
- 2 What types of things did you say to help resolve the conflicting situation? Give examples.
- 3 Describe your understanding of being assertive. Give examples of where you have showed assertion.
- 4 Talk me through using the DESC model in a situation. Who was it, why did you speak to them, and what did you say?
- 5 What was the outcome of using DESC in this situation? Have you used it again at all?
- 6 How would you rate your listening skills? Why is this? How could you improve your listening skills further?
- 7 Tell me about a time where you have had to listen very carefully to something that somebody was saying. Why was this?
- 8 Describe your understanding of using empathy in a conflict situation. Give an example of where you have showed this.
- 9 Is there any conflict situation that you want to avoid? What is the situation and why is this?
- 10 Is there anybody that you work with that causes conflict? What behaviours do they show?
- 11 If there is, who are they and what are they doing to cause this? What can you do about this to resolve it?
- 12 What are the consequences of not dealing with conflict as it happens?