Key Skills Required When Handling Conflict

Coaching Blueprint

FUEL Your Session

Understand the current state

Frame the conversation



Set the context and the focus for the conversation current state



Explore the desired state



Help the coachee to identify and to think about the desired outcome. What's the end game?

Lay out a success plan



Help the coachee to explore the options and to create an action plan and next steps which will achieve the end goal

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.	Bescribe your understanding of being assertive. Give examples of where you have showed assertion.
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?	B Describe your understanding of using empathy in a conflict situation. Give an example of where you have showed this.	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?	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?