InnerWorks
COACHING & TRAINING

Conflict Coaching

Individuals work with me to become more confident and effective in their management of workplace conflict.

Research confirms that leaders who practice constructive conflict management are considered to be more effective in general, and are rated by their bosses as better candidates for promotion. Most leaders generally try to avoid conflict since it can be emotionally draining and can feel that they are not particularly skilled at managing it. As a consequence, leaders often miss out on opportunities presented by conflict and instead experience only its downsides.

Conflict Coaching provides leaders with the opportunity to complete LDI's Conflict Dynamics Profile® (CDP) assessment instrument and obtain ongoing coaching to increase their effectiveness in responding and dealing with workplace conflict.

The CDP produces a complete "conflict profile" providing data on:

- What's particularly provoking to the individual.
- How the individual perceives the way he or she responds to conflict.
- How others view the individual responding to conflict.
- How the individual's behaviour changes (or doesn't) before, during, and after conflict.
- Which behaviours would have the most severely negative impact within the individual's particular organisation.
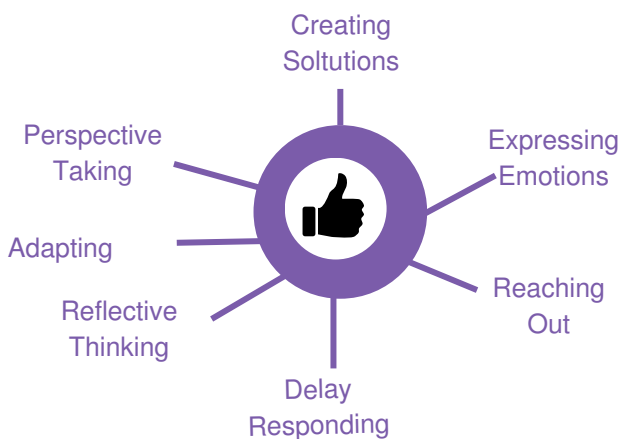
After the CDP assessment is completed, the individual engages in a two-hour individual feedback session to help clarify the CDP results a personal action plan is developed. Three coaching sessions are scheduled over the coming months where support is provided, expertise is devleoped and the participant works on specific skills and behaviours that are key to handling conflict in an effective manner.

To Learn More About Conflict Coaching, Book a Call https://calendly.com/louise-186/15min

Assessment Scales

The **CONFLICT DYNAMICS PROFILE (CDP)** is the result of many years of research and development. With a current norm group of over 18,000, the instrument has been used in a variety of organisational settings. The CDP is based on the findings that behavioural responses to conflict can influence the course that conflict may take. Constructive responses have the effect of not escalation conflict further, while Destructive responses tend to make things worse.

7 Constructive Scales

- Creating Solutions
- Expressing Emotions
- Reaching Out
- Delay Responding
- Reflective Thinking
- Adapting
- Perspective Taking

8 Destructive Scales

- Winning at All Costs
- Displaying Anger
- Demeaning Others
- Retaliating
- Avoiding
- Hiding Emotions
- Yielding
- Self-Criticising

9 Hot Buttons

- Unreliable
- Overanalytical
- Unappreciative
- Aloof
- Micro-Managing
- Self-Centred
- Abrasive
- Untrustworthy
- Hostile

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Leadership Coaching

Leaders achieve high performance and directly impact on business results with personalised, leadership coaching.

The Emotional Capital Report

The world's most advanced assessments for measuring and developing Emotional Intelligence.
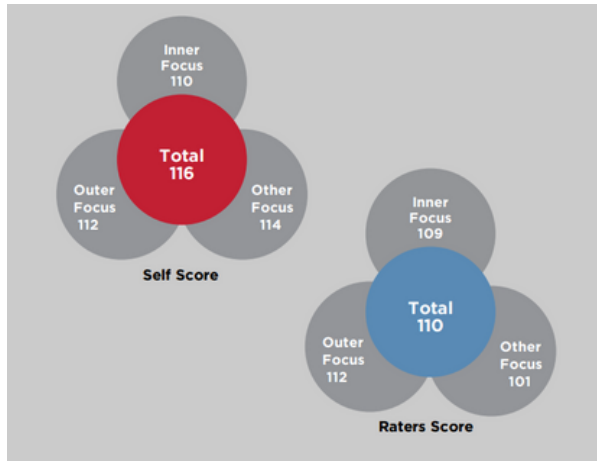
RocheMartin
Inspired Emotional Intelligence

The benefits of using the ECR as a tool to coach your Leadership Team

- Empathy and understanding in the management of diverse and multi-generational teams
- Mental health support in the workplace that enables teams to learn the building blocks of resilience
- Better teams, trust, cohesion, effectiveness and productivity
- Understanding and implementation of enhanced negotiation skills
- Development of strong relationship skills in the workforce, helping employees feel engaged, valued, respected and empowered
- Attraction of industry-leading talent to positions at all levels of an organisation's structure. Increases in employee retention rates
- Enhanced sales performance
- Improved employee and customer satisfaction
- indepth understanding of the decision-making processes

Coaching is suitable for new leaders, leaders taking new positions, or those who need to improve their capabilities to succeed at the next level. Most coaching engagements are intended to help managers make progress on specific developmental goals. Coaching engagements usually last from three to 18 months.

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What the ECR measures:

Inner Focus 110

Total 116

Outer Focus 112

Other Focus 114

Self Score

Inner Focus 109

Total 110

Outer Focus 112

Other Focus 101

Raters Score

Inner focus

This cluster of competencies enables you to develop your leadership presence and communicate authentically and openly. The cluster includes:
• Self-knowing
• Self-Control
• Self-Confidence
• Self-Reliance

Outer focus

These competencies enable you to take on new challenges and respond creatively and effectively to new opportunities. The cluster includes:
• Adaptability
• Optimism
• Self-Actualisation

Other focus

These competencies enable you to grasp the emotional dimensions of a business situation and enhance your capacity to influence others to achieve productive outcomes. The cluster includes:
• Empathy
• Relationship Skills
• Straightforwardness

Sample Emotional Capital Report

Self-Knowing | 122

Development Need	Development Opportunity	Effective Range	Strength to Build On	Signature Strength

Self-Confidence | 120

Development Need	Development Opportunity	Effective Range	Strength to Build On	Signature Strength

Self-Reliance | 122

Development Need	Development Opportunity	Effective Range	Strength to Build On	Signature Strength

Self-Actualization | 97

Development Need	Development Opportunity	Effective Range	Strength to Build On	Signature Strength

Straightforwardness | 113

Development Need	Development Opportunity	Effective Range	Strength to Build On	Signature Strength

Relationships Skills | 92

Development Need	Development Opportunity	Effective Range	Strength to Build On	Signature Strength

Empathy | 98

Development Need	Development Opportunity	Effective Range	Strength to Build On	Signature Strength

Self-Control | 112

Development Need	Development Opportunity	Effective Range	Strength to Build On	Signature Strength

Adaptability | 110

Development Need	Development Opportunity	Effective Range	Strength to Build On	Signature Strength

Optimism | 111

Development Need	Development Opportunity	Effective Range	Strength to Build On	Signature Strength