



The  
**Trillium**  
Group  
Conflict Management Experts

## CONFLICT COACHING

<b>What is it?</b>	Conflict management skill development for individual or group. Focus on assisting with analysis, preparation and skill development to improve capacity to manage the conflict conversation, negotiation or other process effectively
<b>For Whom?</b>	For people or groups entering into dispute resolution process: e.g. workplace grievor and manager, employees in conflict, representatives of organization entering difficult bargaining or grievance mediation, managers seeking to increase conflict management capacity
<b>Length</b>	1 day program; individualized coaching varies depending on skills and context; generally a few hours and then debrief session
<b>Outcomes</b>	Increase capacity and self-confidence, skill in managing self and conflict situations more effectively
<b>Features</b>	Personalized to situation, highly interactive, focus on skill development, hence long term capacity growth potential

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