

# CONFLICT MANAGEMENT COACHING



La Touche Training

the legal training consultants

## Introductory Conflict Management Coaching Practitioner Workshop

*'The most effective leaders are extraordinarily competent at handling conflict'*

**Craig Runde and Tim Flanagan, Centre for Creative Leadership, Eckerd College.**

The best leaders and managers teach, coach and enable others to be self-reliant. This course provides you with the skills to help others become competent in the management of their own conflict, thereby deescalating disputes and creating a more harmonious and positive working environment.

Public Sector reform and reducing budgets are creating new demands and difficulties for employees and management alike. Similarly the private sector faces cash flow problems, challenging markets and uncertainty, with increasing potential for conflict. Surrounded by conflict, managers cannot be what they need to be. The high cost of disharmony and disputes generates low morale, lack of cooperation, absenteeism, lack of productivity and ultimately costly litigation.

Faced with widespread changes, leaders and managers need more than ever to be inspiring, positive and creative. Conflict Management Coaching is an Alternative Dispute Resolution (ADR) process increasingly used by HR, business managers and leaders and conflict resolution professionals. It is used successfully to deal with workplace issues including allegations of workplace bullying, performance related issues, change management, team development, personality clashes and other interpersonal workplace conflict.

### Content of the Workshop:

Among other things, this 4-day workshop includes the following topics:

- the nature of conflict and conflict dynamics
- theory, principles and methods specific to the CINERGY® model of conflict management coaching
- stages of conflict management coaching
- conflict management skills
- applications of conflict management coaching
- ethical guidelines and standards of practice

### Participants will gain:

- An understanding of the nature of conflict and their own responses to it
- An understanding of the principles and methods of the CINERGY® model of conflict management coaching
- A basic competence in the skills of the CINERGY® model of conflict management coaching
- A working knowledge of the applications of this technique
- One individual mentoring session post training
- Certification of course completion, which along with practice hours can lead to CINERGY® qualification
- This workshop is eligible for 24 continuous professional development (CPD) points from the Mediators Institute of Ireland (MII) and has been approved for 26.5 hours of Continuing Coaching Education Unit

**La Touche Training**

Suite 329, The Capel Building, Mary's Abbey, Dublin 7

Tel: 01 8788 255 Fax: 01 8788 266 [www.latouchetraining.ie](http://www.latouchetraining.ie) E-mail: [info@latouchetraining.ie](mailto:info@latouchetraining.ie)



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## Methods Used in the Workshop:

Through self-reflection, skill-building exercises, discussion, simulations, demonstrations and skills practices, participants develop and practice conflict management coaching techniques and skills

## Participants:

The training will be of specific interest to public and private sector managers and leaders, HR professionals, team supervisors, union officials, solicitors, barristers, experienced workplace mediators and other conflict management professionals, who want to learn the fundamentals of effective conflict management.

## Course Trainers:

**Mary Lou O’Kennedy** is a professional mediator, conflict coach and trainer. She is co-founder of Amicus Mediation Ltd, which provides mediation, conflict management coaching and training to corporate, public and private clients. Mary Lou brings over 20 years experience in the management of people and companies, and 5 years in conflict resolution to her work with Amicus. She sees the value of the practical conflict management tools and skills developed by those who engage in alternative dispute resolution methods in resolving conflict and achieving positive outcomes whether in the workplace, business, or in private life.

She holds a Bachelors Degree in Social Science from UCD, a Masters in Social Work from the University of Pittsburgh, Pennsylvania. She is a Practitioner member of the Mediation Institute of Ireland (MII) having completed her certified training in commercial and family mediation with FriaryLaw (ADR, UK), and workplace and community with Athena Mediation. Mary Lou is also a certified CINERGY® Conflict Management Coach, Mentor and Trainer. She is a member of the FriaryLaw mediation Panel, Chairperson of the Education Committee of the MII and a member of the Irish Commercial Mediation Association.

**Phil O’Hehir** is a solicitor and co-founding director of Amicus Mediation Limited (Amicus) which is an innovative Irish company specialising in inter-personal conflict management, mediation and training. Amicus delivers its range of services to corporate, professional and private clients.

As a practicing solicitor, Phil combined her case-load in employment law, family law and civil litigation with the role of practice manager of a busy firm whose main area of practice is Human Rights Law. Prior to becoming a solicitor, Phil pursued her career in nursing in intensive care and has a keen interest in medicine. She brings this rich professional experience to her conflict resolution work. Phil mediates and consults on individual and group disputes and advises on the design of conflict resolution processes.

Phil is a CINERGY® Conflict management coach, mentor and trainer. She is a certified member of the Mediators Institute of Ireland and a member of the Irish Commercial Mediation Association and the Law Society.

**Duration: Four days (delivered in 2 blocks of two days)**

**Cost: 1,250.00**

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We work with a broad range of organisations including:

#### Organisations

- AON Risk Management
- DELL
- Eircom
- ESB
- FAS
- Fire Services Council
- Health Service Executive (All areas)
- I.B.E.C
- Institute of Chartered Accountants of Ireland
- Institute of Engineers of Ireland
- Pfizer
- PM Group
- RPS Consulting Engineers

#### Government Departments & Regulatory Bodies

- Company Registration Office
- Competition Authority
- Comreg
- Department of Agriculture & Food
- Department of Education & Science
- Department of Enterprise, Trade & Employment
- Department of Environment
- Department of Foreign Affairs
- Department of Health
- Irish Naval Service
- National Parks & Wildlife Service
- Private Security Authority
- Revenue Inspectors

#### Local Authorities

- Clare County Council
- Cork County Council
- Donegal County Council
- Dublin City Council
- Fingal County Council
- Galway City Council
- Kerry County Council
- Longford County Council
- Mayo County Council
- North Tipperary County Council
- South Dublin County Council
- South Tipperary County Council

#### Medico-Legal Clients

- Beaumont Hospital
- Central Mental Hospital
- Coombe Women's Hospital
- Drogheda Women's Refuge
- HSE (all areas)
- Kerry General Hospital
- Limerick Regional Hospital
- Mater Misericordiae University Hospital
- Midland Regional Hospital
- St. James's Hospital
- St. John of God Hospitalier
- Vergemount Clinic

## Conflict Management Coaching

30th September  
1st October

14th October  
15th October

Complete this form and return it with your cheque to:-  
**Phil O'Hehir, Amicus Mediation Ltd, Maple Lodge,  
Killiney Rd, Killiney, Co Dublin**

Title:- \_\_\_\_\_ First Name:- \_\_\_\_\_

Surname:- \_\_\_\_\_ Profession:- \_\_\_\_\_

Address:- \_\_\_\_\_

\_\_\_\_\_

Telephone:- \_\_\_\_\_ Fax:- \_\_\_\_\_

Mobile:- \_\_\_\_\_ e-mail:- \_\_\_\_\_

Signed:- \_\_\_\_\_

## PLEASE READ OUR TERMS AND CONDITIONS CAREFULLY:-

### Course Fee

The Course Fee includes all course material and refreshments. Lunch is provided on all day courses.

### Payment

Please make a cheque payable to Amicus Mediation Ltd

### Cancellations

Cancellations must be received in writing within 7 days of the booking date. No charge will be made for cancellations received in this period. Cancellations received after 7 days, and those not received in writing, will not be accepted and the delegate(s) will be liable for the full course fee. We reserve the right to vary the timing, date and venue of a course where the occasion necessitates.

For further information on our courses both public and in-house,  
please call Adrian Kiernan on 01 878 8263 or [akiernan@latouchetraining.ie](mailto:akiernan@latouchetraining.ie)  
[www.latouchetraining.ie](http://www.latouchetraining.ie)  
[www.amicus.ie](http://www.amicus.ie)



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