



CONFLICT SUPPORT

Conflict support / coaching is defined as a set of skills and strategies used to support peoples' ability to engage in, manage, or productively resolve conflict. In this process, the mediator/s works one-on-one with a tenant experiencing conflict with a neighbour.

Conflict support can be used as a stand-alone process, or can be practiced with each of the parties in separate meetings before or after mediation.

- All our Mediators have been trained to offer conflict support / coaching
- This differs from mediation as the focus is one on one with the household / individual, exploring their reactions /and what they are going to do to reduce /resolve the dispute moving forward

Conflict coaching can be useful in a variety of circumstances.

- Where "the other person" does not want to participate in a mediation
- Where a person seeking assistance does not want to engage in the mediation process.
- Where mediation is not appropriate
- Where tenants and landlords need to agree an action plan or agreement moving forward
- Post-Mediation -improve the relationship, when it remains strained

In such situations, the conflict coach can serve as a confidential listener and support the individual in considering options, and help to come up with a plan of action to deal with the conflict. In conflict coaching, the complainant, not the conflict coach, is responsible for the outcome. The conflict coach uses process skills to help the tenant/s develop more clarity about the situation, enabling the tenant/s to effectively consider options and make decisions to manage the conflict.