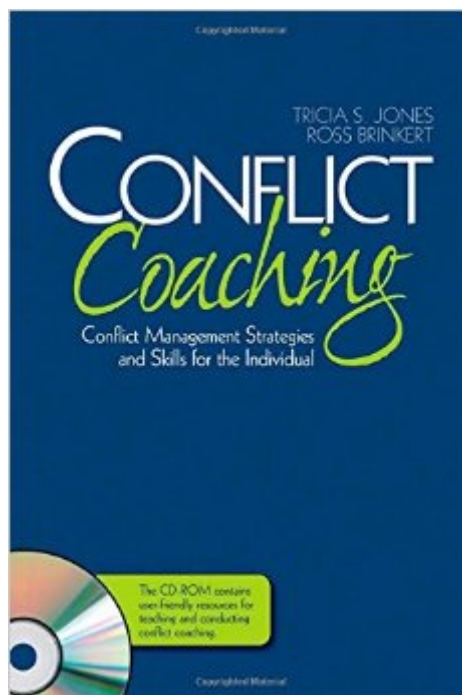


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# Conflict Coaching: Conflict Management Strategies And Skills For The Individual



## Synopsis

Conflict Coaching: Conflict Management Strategies and Skills for the Individual defines this growing area of conflict resolution and distinguishes conflict coaching as a stand-alone resolution technique. In a service society where human relationships are central to our professional as well as personal lives, individuals value one-on-one attention to obtain custom solutions for handling important interpersonal communication. The CD-ROM accompanying the book provides numerous resources for instructors, coaches, and other interested readers.Â

## Book Information

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## Customer Reviews

Jones and Brinkert have written an excellent book. It's well-organized and presents a very clear application of the narrative approach to conflict coaching. The CD is a nice resource, as it provides a PowerPoint presentation useful for teaching and learning, as well as coach and client worksheets; however, the client worksheets need some serious editing -- words are missing making some sentences meaningless, and at times the language is so scholarly as to be off-putting to many of the people I would use this with. Moreover, the client worksheets often refer to the client in the third person, which is odd since the worksheets are intended to be for them, not about them. This is definitely worth purchasing for the book alone, but be prepared to make some revisions and corrections if you plan to use the client worksheets. Basia Solarz  
Conflict Transformation Specialist  
Halifax NS Canada

This book provides an in-depth explanation of the Comprehensive Conflict Coaching model with a

strong foundation built on research and theory from a variety of ADR practitioners, authors and theorists. The great thing about this book is that the text provides practical tools and methods to take your skills and awareness to a deeper level and share them with those we serve. Jones and Brinkert offer example case studies illustrating the subject of each chapter, scholarly research throughout, a wonderfully approachable text and a companion CD of tools. Not only is this a terrific resource for a Long-Term Care Ombudsman like me, but also for Organizational Ombuds and other ADR professionals and practitioners seeking to clarify the whats and hows of empowering those we serve to more effectively respond to the conflicts they face. Drew Strayer, Long Term Care Ombudsman MA, Organizational Leadership and Conflict Transformation

This is a fantastic book. It explains the process very well and gives a lot of background information on conflict coaching and the different theories. And tons of amazing questions to ask clients. Definitely will look into taking the class.

Interesting stories about real life experiences of being a mediator between people!!! The C.D. was helpful with classroom instruction and the exams used in class.

This book was informative and an interesting read. I liked how it gave an example of conflict in the beginning of each chapter.

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