

Supported problem solving

Who are the coaches?

momentum's co-directors, Leta and Sally, are both highly experienced coaches who draw on the breadth of their collective 50 years of experience, whether it be coaching, clinical, managerial, Process Work-orientated (based on the work of Dr Arnold Mindell), mindfulness-based, the most up-to-date research in neurosciences, extensive experience in ADR work, or dealing with highly complex conflict situations. Sally and Leta are trained in the CINERGY™ model of conflict coaching, and are fully accredited as advanced practitioners under the National Mediator Accreditation System. They are both highly skilled in deep listening, and as such, tailor their approach to best suit the holistic needs of the person, drawing from an impressive suite of tools and experience.



Leta Chen



Sally Wiencke

When might I need momentum?

- Where a person lacks awareness of the impact of their behaviour on others, the team, or the organisation
- Where behaviours are reactive, blame driven and defensive
- Where the giving and receiving of feedback is feared and avoided
- To avoid escalation to costly and unnecessary formal processes
- When people are reluctant to openly identify conflict, or are not ready to be brought together to address the problem
- To add conflict management skills to a manager or supervisor's toolkit
- To help people have the conversation that needs to be had
- As an alternative to mediation

Building conflict competency

P O Box 420
Kew East
Vic 3102

T 03 9882 2977

F 03 8080 3237

E contact@momentum-cm.com.au

W www.momentum-cm.com.au

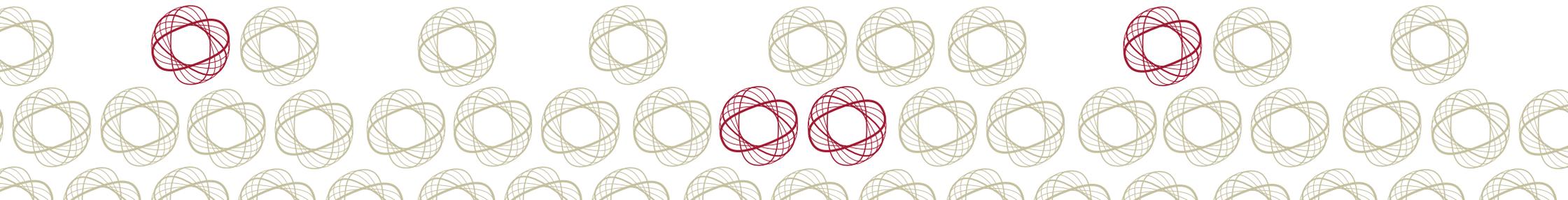
Leta Chen – **M** 0407 821 489

Sally Wiencke – **M** 0412 839 164



momentum
CHANGING MINDSETS

coaching services
(conflict management)



Reducing the cost of conflict

How we define conflict

Conflict, like stress, is to be expected. It occurs when a person's values, needs, and sense of identity are perceived to be threatened, challenged or undermined. It can be carried internally, or result in externalized disputes. The way in which we prevent, manage, and engage in conflict is critical to the health and well being of individuals, teams and organisations.

Conflict management coaching

Conflict management coaching can be a highly effective approach in the management of workplace conflict. It integrates the practice of coaching and alternative dispute resolution, and aims to:

- Assist individuals to gain insights and practical skills to better manage conflict
- Foster conflict competency and new ways to approach and manage challenging situations
- Encourage individuals to become more aware of their own behaviours, the behaviour of others and the potential negative impact that behaviours may have
- Allow exploration of possible solutions and enable reality testing of preferred courses of action
- Foster the development of courageous and authentic workplace cultures, one person at a time
- Assists reluctant parties to prepare for the conversations required in a mediated process
- Support individuals to develop the skills to enable them to have challenging conversations
- Promote the early resolution of disputes
- Restore working relationships and enable earlier return-to-work

The coaching process is

- One on one
- Voluntary
- Confidential
- Highly respectful
- Supportive
- Tailored
- Experiential
- Holistic
- Trust building

For the Individual

Through coaching, the coachee responds to powerful questioning methodologies, enabling them to:

- Look deeply into what is presenting as a problem or opportunity for them
- Understand what the problem is, who it is with, and how it is seemingly manifests or blocks personal, professional and organisational development
- Gain significant insights into their triggers, and possible contributing behaviours, which may have become established patterns over a long period of time
- Understand what is important to them – in terms of their personal values, needs, and how they want to be seen in the workplace, particularly when dealing with change or difficult situations
- Shift from a blame focus to one of personal ownership and empowerment
- Build conflict competency
- Lift performance and efficacy

In essence, the coachee gains new awareness. Awareness brings with it, choices. This enables a renewed experience of personal control and accountability, which creates shifts from unhelpful old patterns of behaviour.

From this place, coachees can be seen for more of who they are, experience themselves at their best, and learn new ways of seeing themselves and relating to others.

For the Organisation

Through coaching of an individual, the organisation can experience:

- Positive effects on workplace behaviours
- Strengthened relationships
- Enhanced employee engagement and organisational culture
- Business improvements
- Reduced human, financial, and legal costs

Restoring
relationships

