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## Conflict Coaching Services are

- Free
- Timely
- Confidential and private
- Non-threatening
- Catered to individual needs
- Designed to prepare members to manage workplace conflict successfully

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## HOW TO ACCESS THE SERVICE

For more information about the service, please phone the Professional Support Services Officer at 604-592-8396. If conflict coaching is the appropriate service, the Professional Support Services Officer will assist in coordinating dates.



# Conflict Coaching Services

A voluntary and confidential process provided to STA members to examine workplace conflict situations with the support of trained conflict coaches. Conflict coaches are also STA members who help participants navigate workplace conflict to achieve positive outcomes. Release time is provided to both the coach and coachee from the STA.

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Are you experiencing unresolved conflict?  
Are you having a difficult time managing conflict?  
Are you having trouble communicating?  
Are you feeling frustrated or vulnerable?  
Is a working relationship breaking down?  
Are you avoiding interactions because of conflict?  
Could you use support in finding ways to  
navigate challenging relationships at work?

**The STA Conflict Coaching Service  
may be able to help.**

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## WHAT IS CONFLICT COACHING?

Conflict coaching is a process that brings STA members together with trained conflict coaches. Conflict coaches help members to identify their challenges, and find solutions. Conflict coaches work with interested members to identify communication patterns and challenges, and conflict management styles, with feedback and suggestions as to how members may find new ways to address workplace conflicts. Learning new styles of conflict management can benefit members in all aspects of their lives.

## WHO USES THIS SERVICE?

Conflict Coaching is available to any member who is interested in accessing this service. It is designed to help navigate workplace conflict, with the understanding that learning new conflict resolution skills can benefit people in many settings.

## WHO PROVIDES THE SERVICE?

Conflict coaches are a diverse group of volunteer STA members who have been trained in conflict coaching skills and dispute resolution processes.

## WHEN TO ACCESS CONFLICT COACHING SERVICES

Conflict Coaching is an appropriate service to access when members are motivated to reflect upon their own conflict resolution styles and patterns of behaviour, with an interest in building skills and new tools for conflict resolution. Members may seek support in managing a specific workplace conflict, or general patterns of conflict they are interested in examining. Conflict Coaching helps members add new tools to their repertoire.

## WHAT IS DIFFERENT BETWEEN MEDIATION AND CONFLICT COACHING?

Conflict coaching focuses on supporting an individual to explore the conflict and options. Mediation is a supported process with two individuals exploring the conflict and moving to possible resolution together.

## HOW DOES IT WORK?

- A member contacts the STA Professional Services Officer
- The Professional Support Services Officer (PSSO) listens to the concern and recommends Conflict Coaching when appropriate
- The member agrees to participate in the process with an interest in self-reflection and growth
- The PSSO arranges for the member to meet with Conflict Coach(es) at a mutually agreeable time
- The member is provided a release day to spend with the Conflict Coach(es) to discuss the situation and get feedback and support
- After the Conflict Coaching session, the member may assess their options to implement conflict resolution strategies learned.
- If further support is required, the mediation service is still available.
- Confidentiality is maintained throughout the process by all participants
- Administration is not involved and does not need to be aware the process is occurring