Albert Einstein is often quoted as saying something like, “Keep things simple, but not simpler.” This precept serves conflict coaches well as they work with clients. Below are simple summaries of the two primary coaching models reviewed.

There are four guiding principles in Executive Coaching:

1. Focus on solutions and results, not the problem.
2. The coach and the executive are partners in a complicated journey. The coach must simplify the journey for the executive.
3. The coach must ask hard questions and the executive must answer them with open honesty. “What is challenging you about this situation that is keeping you from being successful?”
4. The coach must be able to link team behaviors to the overall objectives and then help the executive set specific expectations for their problem solving teams. In other words, the executive needs to keep focus on the desired results, yet have a broad enough perspective to provide the team with the help they need to successfully achieve those desired goals.

The primary conflict coaching model discussed in this course was the Jones and Brinkert Comprehensive Conflict Coaching Model that used a parallel process structured as a learning assessment. Much like narrative mediation, there are four stages to the CCC Model.

1. Discover the story by examining a coherent narrative of the client’s experience of the conflict. This stage/phase involves discovering the initial story, refining the initial story, and then validating or testing the refined narrative.
2. Explore the story through the three paradigms of identity, emotion, and power.
3. Stage three is Crafting the Best Story. The conflict coach facilitates a discussion with the client to view the original conflict through the three lenses of identity, emotion and power. This subsequently creates a new story that could have resulted had the three paradigms been optimally managed to achieve constructive conflict outcomes.
4. Stage four is simply implementing the best story to achieve the desired constructive outcomes.

Throughout the CCC Model process, components of assessment and evaluation are achieved through feedback processes designed to keep the coaching model on a constructive and productive outcome track. Benchmarks are established to help the client achieve the desired success throughout the implementation stage.

Happy and successful coaching!

* Coaching Process Overview and CCC Model Examination
* [Week 2](http://sullivan.angellearning.com/section/content/default.asp?WCI=pgDisplay&WCU=CRSCNT&ENTRY_ID=67FC96B70E394FE9B7CCF2A19831B997)

Driving Perspectives of Conflict Coaching: Identity, Emotion, and Power

* [Week 3](http://sullivan.angellearning.com/section/content/default.asp?WCI=pgDisplay&WCU=CRSCNT&ENTRY_ID=F186681BF1BF4C97880BB82F7BE660DE)

Mastering Stage III and Stage IV of the CCC Model

* [Week 4](http://sullivan.angellearning.com/section/content/default.asp?WCI=pgDisplay&WCU=CRSCNT&ENTRY_ID=787C181C81A64659A1D8E334AF9FCC31)

Individual Conflict Styles and Negotiation Opportunities in Conflict Coaching

* [Week 5](http://sullivan.angellearning.com/section/content/default.asp?WCI=pgDisplay&WCU=CRSCNT&ENTRY_ID=7CC5B828D9E14216B656480B965581FD)

Adult Learning in the Coaching Paradigm

* [Week 6](http://sullivan.angellearning.com/section/content/default.asp?WCI=pgDisplay&WCU=CRSCNT&ENTRY_ID=C5CB63C76BB944969CAC00A695AB3019)

Conflict Resolution Processes that Parallel Conflict Coaching Paradigms

* [Week 7](http://sullivan.angellearning.com/section/content/default.asp?WCI=pgDisplay&WCU=CRSCNT&ENTRY_ID=5041AD957A624B798A6B518E12188D84)

Cultural and Leadership Influences on Conflict Coaching

* [Week 8](http://sullivan.angellearning.com/section/content/default.asp?WCI=pgDisplay&WCU=CRSCNT&ENTRY_ID=ABCDFF874FED456394CB919B27639A4F)

Coaching for Leadership and Change

* [Week 9](http://sullivan.angellearning.com/section/content/default.asp?WCI=pgDisplay&WCU=CRSCNT&ENTRY_ID=1F39F6314FD041A1B1A6DCADF8DD9769)

Coaching in a Change Environment

* [Week 10](http://sullivan.angellearning.com/section/content/default.asp?WCI=pgDisplay&WCU=CRSCNT&ENTRY_ID=2CB098DDA00249DEB736D85EC2B9685D)

A View of Conflict Coaching From the Balcony