

DON Conflict Coaching Program

Through the Department of the Navy's
Alternative Dispute Resolution (ADR) Program

**New
Capability**

This Fact Sheet Provides:

- What conflict coaching is
- How the coaching process works
- How to find a coach

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Overview

The Department of the Navy's leadership is asking employees at all levels to be agile, creative, and innovative as global conflicts increase. That's why the DON Alternative Dispute Resolution (ADR) program is expanding to offer conflict coaching services, in addition to mediation, conciliation, and group facilitations.

Some conflict is healthy, while other conflict is disruptive and steals time and attention from the mission. It can erode healthy relationships that would otherwise cultivate the exchange of ideas necessary to maintain the innovation fostering DON naval superiority.

Conflict coaching is one of the fastest growing ADR techniques used in the federal workplace today. It is an opportunity for one-on-one communication between the coach and the coachee as the coachee forms a deeper understanding of the conflict, and develops their own interaction strategies and skills. Conflict coaching is flexible, cost effective (average session is 45-60 minutes, with 4-6 sessions total), and easy to schedule.

Conflict Coaching is...	Is not.....
Voluntary	Mandatory
Confidential	Recruiting an advocate
Efficient	Lengthy and expensive
Informal	Presided over by a formal HR process
A flexible, client-focused process	Therapy or mentoring
Skill development on conflict management	Outsourcing a conflict to another person
A place for innovation	A place to avoid work



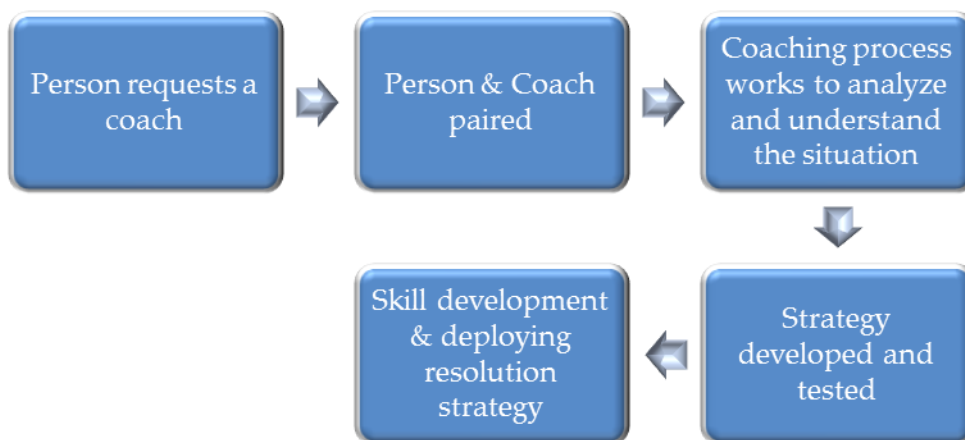
Conflict Coaching Fosters Innovation



The Navy, and organizations outside of the Navy, are experiencing an increased interest in the use of conflict coaching as an efficient and informal way to improve essential communications.

Conflict coaching is another form of conflict resolution offered by the DON ADR Program. DON employees serve as conflict coaches and are trained in a proven conflict coaching process. Conflict coaches are knowledgeable about conflict theory and research, as well as conflict analysis. The process empowers coachees to do a robust analysis of inevitable conflicts, develop ways to approach conflict in a healthier manner, and build skills to successfully implement conflict resolution strategies.

Here's how it works:



If you are a DON employee and would like to discuss if conflict coaching is right for you, consider whether the following applies:

- You want to be more confident and competent in preventing, resolving, and managing conflict
- You would like to shape your own resolution
- You are interested in informal options for resolving workplace issues

All DON employees (supervisory, non-supervisory, team lead, civilian and uniform) are eligible for this resource. To be paired with a conflict coach and schedule your first session:

- Email Detria.J.Lileshutchinson.civ@us.navy.mil or Diane.S.Freimark.civ@us.navy.mil
- Contact Detria at 703-695-0240 or Diane at 202-578-8453

ADR Contact Information

For additional information about the DON ADR Program, you can also contact your local **ADR Program Manager**.