

What are the costs?

Our service is provided free of charge, however as a charity we do rely heavily on donations to keep the service going. We therefore are grateful for any donation you are able to make.

Note: You may require legal advice in certain circumstances.

Want to know more?

To find out further details about the service or just to talk through your situation, contact us:

By phone: 0300 200 0025

By email: info@wsms.org.uk

Or via the contact form on our website:

www.wsms.org.uk

mediation



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CONFLICT COACHING



Telephone: 0300 200 0025

*Building an individual's capacity
to deal with conflict*

*If you get the answerphone please leave
your contact details and we will call you
back as soon as we can.*

***As a charity, we welcome donations
to help us continue with our work***

We are here to help

www.wsms.org.uk

Registered Charity No. 1084592
West Sussex Mediation Service

mediation



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Conflict Coaching is defined as a set of skills and strategies used to support people's ability to engage in, manage, or productively resolve conflict.

What is the process?

Conflict Coaching can be used in a variety of circumstances for example: workplace conflict, divorce, community disputes, as well as family or business disagreements.

It can be used as a stand alone process or practised as part of the mediation process.

Five stages to conflict coaching:

PREPARATION & CONTRACTING

What you most need or hope to get from the Conflict Coaching.



HEARING THE STORY

The initial story - as told by party.



EXPLORING THE CONFLICT

IDENTITY POWER EMOTION OPPORTUNITY

GOAL SETTING

What is the individual's ideal outcome?



STRATEGY BUILDING

What is the strategy to achieve the outcome?



REVIEW

Evaluate each session.
Final evaluation feedback.
Follow up call 6-8 weeks..

Conflict Coaching is a voluntary process to support one party in a dispute in which the other side declines to participate or mediation is not appropriate.

What does this service offer?

- *Confidentiality*
- *Several visits - as appropriate*
- *Increased understanding of the conflict*
- *Help in devising a manageable strategy*
- *Our offer of Mediation in the future should circumstances change*

Why choose us?

We do not charge a fee, we just ask you to give what you can.

Our Mediators are volunteers from all walks of life, who have had special training to take on this role. They work in pairs and visit parties in their home or, on neutral ground.

Mediators have no legal powers, are independent and abide by strict rules of confidentiality. They are totally impartial and non-judgmental.