

PHASES OF CONFLICT COACHING HANDOUT

The Engagement Conversation (section 6, p.103 of MYL manual). Usually around 30 minute informational call.

- Connection – social interaction, rapport building
- Mutual Education – finding out the client’s situation, goals, etc., providing empathic listening, sharing our approach as coach/mediator and what we ask to receive financially, determining if it’s a good fit to work together
- Agreements – what actions steps we agree on, e.g. agreeing to work together or not, deciding and confirming at a later time, talking with others first, etc.

The Coaching Agreement

- Structure of sessions – session time, frequency, number of sessions, financial commitments, missed appointments, etc.
- Clarify client’s goals
- Clarify specifics of our approach, how we’ll work together

Foundation Distinctions, Skills, and Maps

- OFN - R
- Self-Connection Practice (OFNR mindfulness/awareness practice)
- Elements of Empathy (OFNR for speaking and listening in conversation)
- Solution Requests and Need Behind the No
- Three Types of Agreements

Learning and Applying the MYL Maps

- Enemy Image Process
- Mourn Celebrate Learn
- Intensity Practice and Partner Exercise
- Inner mediation - Chooser Educator and Internal Mediation maps
- 5-Step Mediation Model and 9 Mediation Skills
- 3Chairs Process for Difficult Conversations
- Reconciliation & Healing

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