



Conflict Coaching is a **confidential, informal** support service for Brunel University students and staff experiencing an unresolved conflict in a professional or personal relationship arising from their work or study at Brunel.

Conflict Coaching involves up to 3 sessions of 1-1 support with an experienced Mediator and Conflict Coach to help you find more effective ways of responding to a difficult relationship which you are having with another person at the University.

How can Conflict Coaching help?

Conflict Coaching helps by giving you a 'space' in which to discuss your difficult relationship. Your Conflict Coach will help you to reflect on how you are dealing with this, and then consider different ways of dealing with it to help you with the relationship.

*Only you can refer yourself for Conflict Coaching and no-one will be told that you have done so. It is a **confidential service**.*

What sort of difficult relationships can it help with?

Conflict Coaching can help you with any difficult relationship that you are finding stressful or frustrating in some way.

- **For students:** Conflict Coaching can provide support for unresolved conflicts with other Brunel students as flat-mates, course-mates, friends, or with University staff over issues such as:

Bullying, noise from flat-mates, arguments over washing up, difficulties with your tutor or other staff member and groupwork project difficulties

- **For staff:** Conflict Coaching can provide support for unresolved conflict with colleagues, students, managers or with people you manage at work over issues such as:

Rudeness, lack of co-operation, bullying, obstructiveness, communication difficulties.

Why is there a maximum of 3 sessions?

Conflict Coaching is focused on dealing with particular unresolved conflicts in relationships. It is designed to help you and empower you to find a way forward yourself so that you don't need to keep returning for more sessions.

Why is it self-referral only?

Your Conflict Coach needs to know that you are coming to sessions voluntarily and with a motivation to find a different way of responding to your situation. If you are sent for Conflict Coaching by someone else it may be that you do not fully agree to it or do not really want to do it. If you refer yourself we can be sure you are wanting to find a way forward and feel that conflict coaching would be helpful.

Is it like Counselling?

No, Conflict Coaching is specifically for an unresolved conflict or personal or professional relationship difficulty you are experiencing, and it helps you to look at how you are communicating and how you are responding to that conflict.

How can I get the most out of Conflict Coaching?

You will get the best results from Conflict Coaching if you:

- Accept that you have a difficulty and that you are looking for better ways of dealing with it that support you more effectively and support resolution of the difficulty.
- Understand that the Coach will remain impartial in their responses about your situation in order to ensure that you are challenged with regard to your own view and your reasons for responding to your difficulty in the ways you have so far.
- Understand that the aim of Conflict Coaching is to support you in empowering yourself and achieving personal responsibility for your situation, and your responses to it, so that you do not feel 'trapped' by the problems you are experiencing.

Where is Conflict Coaching held?

Conflict Coaching is held at a place that is convenient and acceptable for both you and your Conflict Coach. There are no set rules, just as long as you are both comfortable with the place you decide on.

How do I refer myself for Conflict Coaching?

To access Conflict Coaching, please email:

hoss@brunel.ac.uk (Students)

CCHR@brunel.ac.uk (Staff)

Do you want to find out more?

Scan this QR code with your smartphone reader and you will be taken to a webpage that explains more about Conflict Coaching. It is from a website of the organisation that trained the Conflict Coaches at Brunel.

