

Katherine Stoessel @ framework

Consultancy
Organisational Learning
Strategy and Policy
Coaching
Training
Evaluation
Team Development
Conflict Management
Facilitation

Conflict Management and Restorative Practices

The cost to organisations of unresolved and mismanaged conflict is enormous. Much of this is avoidable with the careful use of conflict management, mediation, and coaching services, and by developing the skills of staff to deal with conflict more effectively.

Leadership Development – Mediation & Coaching

Mediation – Individuals and Teams

Mediation aims for clarity, understanding, and a deeper exploration of critical issues. It helps re-build broken relationships and strengthens the ability of individuals and teams to work together more effectively.

Co-Active Coaching

Co-active coaching provides an opportunity to step back from the pressure of a demanding career in order to reconnect with what is important and meaningful in the pursuit of professional aims. The client and coach work together in a peer relationship to build effective ways of promoting and sustaining growth and change in the individual and the organisation.

Conflict Management Coaching

Conflict Management Coaching focuses specifically on building the range of skills and insights necessary for an individual to handle interpersonal and team conflicts proactively and effectively. Coaching provides the opportunity to reflect on daily interactions, and builds confidence to change destructive dynamics in the workplace.

Training – Leadership in Conflict

Facilitating Difficult Conversations (ILM Development Course)

Leaders and key staff working in teams or with members of the public are faced with sensitive situations and difficult conversations daily. Under-achieving team members, tensions between strong personalities, accusations of bullying or harassment, and difficult attitudes all create enormous stress for managers and teams. This seminar explores the nature of difficult conversations, the role that anger and strong emotions play in them, and develops the skills for effectively facilitating them. (3 days)

Cross Cultural Communication

Culture has a profound effect on the way we communicate, how we handle conflict, how we process information, and how we express emotion. This workshop explores our cultural assumptions, builds an awareness of the role and function of cultural differences in our daily interactions, and develops effective skills in handling culturally based conflicts. (2 days)

Leadership in Conflict 1: Leading Through Conflict - basic skills foundation (ILM Development Course)

This course offers practical, skills-based learning through the use of mediation and conflict resolution techniques and approaches, giving managers confidence in their existing skills and developing a repertoire of new ones. It is designed to enable operational managers to prevent difficult working relationships polarising into issues of poor performance, accusations of unfair treatment, and allegations of bullying and harassment. (4 days)

Leadership in Conflict 2: Mediating to Resolve Conflict (ILM endorsed)

This course is designed for those who are actively involved in handling disputes, and who wish to be trained as mediators for colleagues and staff. It will provide those in leadership positions with the skills to facilitate proactive engagement between conflicting parties, and to decrease the likelihood that these relationships result in poor performance, accusations of unfair treatment, and allegations of bullying and harassment. (4 days – pre-requisite Basic Skills Foundation course. For those with previous, documented, conflict management training this course can be reduced from eight to four days.)

Restorative Approaches in Educational and Community Settings (ILM Development Course)

For those interested in an alternative approach for dealing with discipline and anti - social behaviour in the schools and the wider community, this course will increase understanding of conflict and wrongdoing from a restorative perspective and practice the skills necessary for handling conflict and wrongdoing in a restorative way. An overview of the key restorative processes will be covered with in depth practice in Restorative Enquiry and Problem Solving Circles.

Virtual HR – A Member of your Team

An annual fee guarantees my availability to your HR department for an agreed number of days per year to provide consultation and professional conflict management, coaching, and team development services, in order to achieve mutually agreed objectives.

Katherine Stoessel

HUMAN RELATIONS

Coaching / Mediation / Training / Restorative Justice

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