



Integrated Coach Training  
CoachNet Global LLC  
802 Coaching Through Conflict  
Current as of April 2018

## 802 Coaching Through Conflict Syllabus



### Course Expectations and Requirements:

This syllabus describes educational expectations for completing 802 Coaching Through Conflict as a part of the Essential ACC Pathway. If you have questions, please contact Amy Glazer ([amy@coachnet.org](mailto:amy@coachnet.org)/330.936.3768) or Judy Pence ([judy@coachnet.org](mailto:judy@coachnet.org)/216.857.0085).

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## Basic Information:

- 802 Coaching Through Conflict
- Online\

## Number of Coach Specific Training Hours:

- 4 x 60 minute class sessions (online)
- CoachNet uses a system called Zoom Meeting for our online training. You can access it through the Zoom Meeting app, or through your browser. You can acquire the link through [www.coachnet.org](http://www.coachnet.org) located under My Courses.
- One writing assignment (submitted for review by instructor).

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## Instructor's Name:

Amy Glazer, ACC  
Director of Coaching Community  
[amy@coachnet.org](mailto:amy@coachnet.org)  
330.936.3768

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## Contacting the CoachNet Team:

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## Website Description:

4 sessions exploring conflict and it's (potentially) helpful role in coaching.

Every relationship has some amount of conflict...it's bound to happen. The most effective relationships transform conflict-related energy that into something that serves the relationship in a positive way. How can coaches do that?

802 Coaching Through Conflict explores how a coach can use leverage the conflicts--small and large--that fill every day life so that clients learn about themselves and accomplish their goals.

In class 802, you'll learn about your own conflict preferences and how those preferences can make you a more effective coach. The class will also explore coach-client conflict styles, explore how coaches can maximize similar conflict styles and discover strategies for coaching success when conflict styles are different.

This course covers the following ICF Core Competencies:

*#2 Establishing the Coaching Agreement*

*#3 Establishing Trust & Intimacy with the Client*

*#4 Coaching Presence*

*#7 Direct Communication*

*#8 Creating Awareness*

4 - 60 minute sessions

4 coach-specific training hours

This class is a part of the Integrated PCC Pathway

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## **Course Objectives:**

The objectives for this course are:

- Understand the full coach development arc as CoachNet applies it
- Equip yourself with a basic skill set for informal & formal coaching
- Practice (with feedback)
- Experience the ICF Core Competencies and Code of Ethics
- Conduct formal and informal coaching conversations and begin to understand formal coaching relationships

## **Required Student Resources:**

To successfully complete 802 Coaching Through Conflict, you will need:

- A reliable internet connection
- A reliable telephone
- A copy of the 802 Coaching Through Conflict Participant's Sessions Guide
- An email address
- Word processing software to submit final assignments in Microsoft Word format

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## Course Schedule/Outline/Calendar of Events:

802 Coaching Through Conflict follows one of two formats: online for 4 - 60 minute sessions, online for two 2 hour sessions. Both formats include follow up assignments.

802 Coaching Through Conflict begins online 2-3 times per year on average.

Session	Class Focus	Follow Up Assignment
1	Conflict in Coaching	
2	Basic Conflict Styles	
3	Coaching the Aggressive Conflicts	
4	Coaching the Passive Conflicts	Journal Assignment (15-45 Minutes)

All assignments must be submitted to the Instructor within 30 days of the final class.

## Criteria for Grading:

802 Coaching Through Conflict is conducted on a pass/fail basis.

You will pass 802 Coaching Through Conflict if:

- You attend the required 75% of live course sessions and participate in class discussions
- You listen to the recordings of missed session
- You submit your writing assignments demonstrating comprehension and application of the material

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## **Suggested Bibliography:**

Reitz, Jonathan. Coaching Hacks. Cleveland, OH CoachNet Global LLC. 2017

Ogne, Steven L. & Roehl, Tim. Transformissional Coaching: Empowering Leaders in a Changing Ministry World. Nashville, TN B&H Publishing Group. 2008.

Reitz, Jonathan. A Theology of Coaching. Cleveland, OH CoachNet Global LLC. 2014

Whitmore, John. Coaching for Performance. Hoboken, NJ Pfeiffer & Company. 1992.

Whitworth, Laura; Kimsey-House, Henry; and Sandahl, Phil. Co-Active Coaching. Boston, MA. Nicholas Brealey Publishing, 3rd Edition 2011.

## **First Taught:**

- January 2013

## **Syllabi on Learning Platform:**

- The downloadable syllabi presented on the [www.coachnet.org](http://www.coachnet.org) shall contain the date of last update.