



*Areef Ali & Associates*  
*Business Solutions*

Is pleased to host a workshop on

## ***“Conflict Intelligence”***

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### **Facilitator**

**Nashroon Mohammed, BA (Hons), Dip L.C., CCC, CLTMC**

**23<sup>rd</sup> May 2018**



[Click here to visit venue](#)

**At the Areef Ali & Associates "Success Centre"  
66 Kolahal Road, Charlieville, Chaguanas**

**If you would like a session delivered in-house or require Conflict Management / ADR services please do not hesitate to  
Phone: (868)-788-7538 or E-mail: [admin@aaa-bsol.com](mailto:admin@aaa-bsol.com)**

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***“Let Us Help  
You Get There”***

# “Conflict Intelligence”

23rd May 2018

## Overview

As the work environment gets more challenging, conflicts increasingly arise. This Program seeks to give organizations alternative techniques to resolving contentious issues in the workplace. Staff will be empowered with skills to empower them to face conflict situations confidently. Participants will be given an on line Conflict Dynamic Profile (CDP) pre assessment to complete. Thereafter, the coaching model taught will prepare them to manage conflict before, during or after an incident arises.

## Objectives

You will:

- Understand your personal style in dealing with conflict situations & how you need to respond
- Understand the principles and methods of conflict management coaching, and how to apply at work
- Learn how to conduct the stages of the CINERGY® model of conflict management coaching
- Know the practical issues for coaching individuals about conflict
- Know the different types of conflict management coaching and their application
- Know the ethical guidelines and standards for coaches practising this form of coaching

## Seminar Format / Presentation approach

This is an interactive seminar with a mix of tutoring, role play, videos, case study, Power Point presentations and discussion.

## Who will benefit

Anyone who would like to learn how to deal with conflict situations effectively will benefit from this workshop

## Participant prerequisites & Requirements

Must be internet literate to fill out the online self-survey

## What are your Key learning points & benefits?

- **Improve** work productivity and save costs arising from conflicts in your organisation
- **Receive** training from an experienced professional knowledgeable about Conflict Intelligence
- **Get** trained in skills which will help you to improve your working relations and environment
- **Receive** a USB drive with all practice exercises, case solutions & other training materials
- **Get** a certificate on completion of this training
- **Leverage** this opportunity to network with your peers

## Seminar Pricing

\$1,500 + VAT per attendee inclusive of lunch, snacks, materials & certificate. Contact us for discounts for 3 or more attendees.

Contact us at [admin@aaa-bsol.com](mailto:admin@aaa-bsol.com) or **868-788-7538** if you would like a customized in-house session or require Conflict Management / ADR services.

# “Conflict Intelligence” – Course Outline

## 1. Introduction

- a. Brief history of how coaching developed
- b. The different types of coaching
- c. A definition of coaching and how it works

## 2. The Three Pillars of Conflict Management Coaching

- a. The Pillar of Coaching – how and why coaching works
- b. The Pillar of Alternative Dispute Resolution – the different types of mediation

## 3. The Pillar of Neuroscience

- a. A brief understanding of the brain and its impact of human behavior

## 4. Client Engagement

- a. Inquiry stage
- b. Intake stage

## 5. The CINERGY Conflict Coaching Model (Trade Mark by Cinnie Noble)

- a. Clarify the goal
- b. Inquire about the situation
- c. Name the Elements
- d. Explore Choices
- e. Reconstruct the Situation
- f. Ground the Challenges
- g. Yes, the Commitment

## 6. Conflict Management Coaching Skills

- a. Developing the Coaching Relationship
- b. Being Present
- c. Managing the Process
- d. Intentional Hearing
- e. Possibility Questioning
- f. Empathizing with Clients
- g. Providing Observations
- h. Requesting Permission
- i. Using Metaphors
- j. Acknowledging Clients
- k. Supporting Clients Accountability
- l. Conflict Competence

Standards of Ethical Conduct for Conflict Management Coaches

## 7. Measuring Conflict Management Coaching

- a. Return on Investment
- b. Assessments Tools

**WRAP UP** – Case Study and key learnings

## **Facilitator Profile**

### **Nashroon Mohammed, BA (Hons), Dip L.C., CCC, CLTMC**

Mrs. Nashroon Mohammed is a Certified Career Coach and Mediator. She holds a Bachelors of Arts with honours in Business Administration. She has also completed many other programs and has certificates and diplomas in Computer Programming, Marketing, Alternative Dispute Resolution, Industrial Relations, Labour Laws, Spanish, Project Management and Life Coaching.

Nashroon has over twenty-five years of work experience in both the public and private sectors. She has worked in the legal, information technology, insurance industries and Infrastructure. Her positions included Senior Paralegal, Executive Assistant, Supervisor and Communications Officer, which was for a Government Agency.

She obtained her qualifications in coaching from Life Coaching Institute, Career Coach Institute, Workplace Coach Institute, Institute of Social and Emotional Intelligence and Eckerd College. She is certified in the use of Social & Emotional Intelligence, Conflict Dynamic Profile and Skills Scans Assessments.

Nashroon is a member and former Board Member of the Human Resource Management Association of Trinidad and Tobago (HRMATT) and member of the Association of Female Executives of Trinidad and Tobago (AFETT). She is the author of career and other work related articles which has been published in HR-MATTers and the Trinidad Guardian.

She believes that her life and work experience together with her academic qualifications can be used to guide and empower individuals to fulfilling their purpose in life. Nashroon is married and enjoys pursuing her many dreams.