

AIR FORCE CONFLICT MANAGEMENT COACHING INFORMATION SHEET

AF Conflict Management Coaching (CMC) is a one-on-one voluntary process in which a trained coach supports and assists a person in gaining increased competence and confidence in managing his/her conflict. It is a future-oriented conversation in which the coach takes a client through a step-by-step process that focuses on identifying and executing the client's conflict management goals, which may include the resolution of a dispute. Conflict management coaching is not therapy, counseling, or mentorship and the coach will not act as a representative. In coaching, the client chooses the goals and the coach uses a structure and range of skills to help the client reach them.

The Coach's Role

My primary responsibilities as your Coach are to:

- help you identify your goals and take the steps required to reach them;
- ensure a safe environment that supports and facilitates your efforts to reach your goals;
- assist you to manage or resolve a dispute, prevent one from escalating unnecessarily, or assist you to engage in any difficult conversation;
- help you strengthen your knowledge, skills and abilities to engage more effectively in conflict management and communication;
- manage the coaching process through the use of a step-by-step model designed to help you attain your objectives;
- help you explore any possible challenges to reaching your goals;
- provide honest observations and input that assist you in your efforts; and
- not give advice, spiritual guidance, or provide any form of therapy.

Your Role As Client

As Client, you agree to:

- communicate honestly with me;
- be willing to collaborate to ensure that you progress;
- be open to my observations and input based on criteria you identify;
- commit the time and energy to fully participate;
- provide feedback to me on your experience of the coaching process and our working relationship;
- be accountable for doing the work required to reach your goals; and
- be solely responsible for your decisions and actions regarding your goals.

Confidentiality

As your Coach, I will keep the content of the coaching sessions confidential, unless:

- disclosure of the information is authorized by you, in writing;
- you report an act of fraud, waste, or abuse;
- you reveal you have committed or intend to commit a crime or harm yourself or others;
- you share information that is in violation of security clearance requirements;
- I am required by applicable laws and court order to share particular information.

These sessions do not benefit from the privilege associated with doctor/patient, chaplain/penitent, or therapist/counselee relationships.

Voluntariness

We will schedule mutually convenient times to meet or speak, for up to 50 minutes up to 4 sessions. If sessions need to be rescheduled, we both agree to provide the other with at least 24 hours' notice.

Either of us may end the coaching process at any time before we have scheduled for it to end. If one of us decides to do so, he or she agrees to consider the optimum way to inform the other, which may include an explanation about the reasons.