



## MEDIATION SERVICES

**March 08, 2022**

To Whom It May Concern:

This letter is to confirm that **Ann Hamilton** has attended and successfully completed:

Course title:	Coaching for Resolution – On Line
Course dates:	February 23 & 24, March 2 & 3, 2022
Sponsor name:	Mediation Services
Instructor:	Tanya Clarke-Marinelli
Length:	13 hours

### COURSE DESCRIPTION

Imagine a colleague, or someone that reports to you at work, or a friend coming to you to complain about someone else. How do you respond? Alternatively, imagine a conflict situation that you are not directly a part of, but which affects you. Should you get involved in trying to resolve it or will your efforts be seen as intrusive and unwelcome?

These situations are often awkward due to the conflicting desires of showing support but not being drawn into a negative dynamic. Silence can be interpreted as rejection or unhelpfulness, but empathy can be misunderstood as siding with a party. Either response could lead to escalating or complicating the conflict.

This course examines ways of transforming these awkward situations into opportunities for coaching. Coaching enables others to think more clearly and strategically about their concerns so that they can make effective choices and take action to address these challenges – instead of staying in a cycle of complaint. Learning the coaching process helps people become more effective managers, colleagues, or friends as they learn to support others in dealing more fruitfully with conflict.

Participants in this course will learn the importance of assessing conflict situations in order to determine the best response. They will also practice the processes and skills needed to be an effective conflict resolution coach.

302-1200 Portage Avenue, Winnipeg, MB R3G 0T5  
P 204.925.3410 | T 1.866.925.3410 | F 1.866-  
9253414 | E info@mswpg.ca

[www.mediationserviceswpg.ca](http://www.mediationserviceswpg.ca)



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### COURSE OBJECTIVES

This course provides participants with the opportunity to:

- Understand the role of conflict resolution coach and to become aware of both its opportunities and limitations.
- Gain insight into the areas in their lives in which they play the role of coach, as well as reflect on new opportunities to influence the resolution of conflict in collaborative ways.
- Learn and practice key elements of the resolution coaching process.
- Explore the effect of assumptions about conflict on their responses to conflict, particularly as an informal third-party.
- Increase their ability to analyze conflict situations in the role of an informal third-party.

Thank you for training with us.

Sincerely,

Jennifer Forster  
Training Administrator  
jennifer@mswpg.ca  
204.925.3435

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