



PeaceWiseHelp Conflict Coaching Fact Sheet

PeaceWiseHelp is PeaceWise's assisted peacemaking service arm.

PeaceWiseHelp provides the following assisted peacemaking services:

1. PeaceWiseHelp mediation; and
2. PeaceWiseHelp conflict coaching.

This document explains what the **PeaceWiseHelp conflict coaching service** is and what it entails.

What is conflict coaching?

Conflict coaching involves **one person** in a conflict being coached by another person to respond to that conflict.

What is PeaceWiseHelp conflict coaching?

PeaceWiseHelp conflict coaching is the coaching of one person in a conflict to help them assess and make an appropriate response in a conflict, after considering what would honour God, bless and serve others and help them grow to be more like Christ.

PeaceWiseHelp conflict coaching includes the coached person being encouraged to reflect on the situation, and the impact of God, self and other/s in order to decide the best response in all the circumstances.

Who can use PeaceWiseHelp conflict coaching services?

- PeaceWiseHelp conflict coaching services are available to anyone who desires to resolve their conflict and reconcile with another person/s who they are in conflict with; and
- willingly accepts to fully participate in the service knowing it is provided from a gospel centred, Biblical foundation and Christian worldview. (See *PeaceWise Foundational Statements*).

PeaceWiseHelp conflict coaches will be respectful, sensitive and care for any person being coached, regardless of their worldview or beliefs.

When is PeaceWiseHelp conflict coaching appropriate?

PeaceWiseHelp conflict coaching is appropriate in either of the following two situations:

- where only one person seeks assistance and support to respond to a conflict in which they are involved; and
- as part of a PeaceWiseHelp mediation process in preparing the parties involved for a PeaceWiseHelp mediation meeting.

PeaceWiseHelp Assessment

Not all conflicts are suitable for or best served by PeaceWiseHelp involvement.

Enquirers will be required to provide basic but sufficient information about the conflict by completing the PeaceWiseHelp intake form for PeaceWise to assess its suitability to serve. All information provided will be held in confidence.

On receipt of sufficient information PeaceWise will assess the request and advise the enquirer:

- whether PeaceWiseHelp can serve in the situation; and
- what it believes is the most suitable PeaceWiseHelp service; and
- any terms, conditions or restrictions of the PeaceWiseHelp services offered.

If PeaceWise assesses that it cannot provide an assisted peacemaking service, PeaceWise will do its best to provide suggestions on what the person in conflict (or an interested organisation) may do to respond to the conflict.

What is the PeaceWiseHelp conflict coaching process?

PeaceWiseHelp conflict coaching involves a coach (or two if part of a PeaceWiseHelp Mediation) meeting with a person who is in a conflict on two or three occasions. These meetings are typically for one to two hours.

PeaceWiseHelp conflict coaching is preferably completed in-person, but if this is not possible or practicable, arrangements can be made for coaching to be conducted by video conference (e.g. Zoom).

PeaceWiseHelp conflict coaching meetings typically involve a conflict coach undertaking some or all of the following matters:

- explaining the aim of the conflict coaching service and answering any questions about it;
- listening and endeavouring to understand the person in conflict;
- encouraging and giving hope to the person to work towards a God honouring reconciliation of the damaged relationship and a reasonable resolution of the issues;
- equipping and preparing the person to respond well to the other person/s by recommending specific tasks/actions (e.g. reading Scripture or other relevant book, undertaking self-reflective exercises, journaling, working through a peacemaking tool); and
- praying for the Holy Spirit's guidance and empowerment.

PeaceWiseHelp conflict coaches

PeaceWiseHelp conflict coaches may be PeaceWise employed staff or contractors. They are selected on the basis of what PeaceWise believes is the “best fit” for the situation, as well as their availability. Accordingly, it may take PeaceWise some time to locate a suitable and available PeaceWiseHelp conflict coach. PeaceWiseHelp conflict coaches:

- are spiritually mature Christians;
- will be using the Bible and praying during the PeaceWiseHelp conflict coaching process;
- will be encouraging and challenging the coached person to reflect on their attitudes and behaviour (and for those who consider themselves Christians - what the Bible/God has to say about the conflict; and
- have completed PeaceWise conflict coaching training.

What does a person wanting PeaceWiseHelp conflict coaching have to do?

Participation in any PeaceWiseHelp conflict coaching service requires a person to voluntarily agree to:

- prioritise their participation in, and scheduling of, PeaceWiseHelp conflict coaching meetings;
- complete and provide to the PeaceWiseHelp conflict coach any preparatory work requested;
- seriously and honestly self-reflect on their own contribution to the conflict;
- co-operate with the PeaceWiseHelp conflict coach (and if the coaching is part of a PeaceWiseHelp mediation, abide by the Rules of Procedure for PeaceWiseHelp Mediation);
- pay all the requisite fees (if not already agreed to be paid by another person/organisation); and
- complete an evaluation on the PeaceWiseHelp conflict coaching service at the conclusion of the process.

What are the costs?

PeaceWiseHelp fee-based conflict coaching service charges:

- a non-refundable case establishment fee of \$150; and
- PeaceWiseHelp coach fees on a per hourly basis, ranging from \$80 to \$150 per hour, depending on the PeaceWiseHelp coach’s experience and expertise; and
- expenses for out-of-pocket costs and allowances, for example travel and accommodation costs
- and an allowance for travel charged at an hourly rate.

Note: PeaceWise also provides a free and limited online PeaceWiseHelp conflict coaching service.

PeaceWise will provide the enquirer with an estimate of the fees and expenses of the PeaceWiseHelp conflict coaching service prior to any agreement being made to proceed with the service.

For an PeaceWiseHelp conflict coaching process to be confirmed the non-refundable case establishment fee and 50% of the total PeaceWiseHelp conflict coaching fees must be paid before coaching commences. If there are any variations to the PeaceWiseHelp conflict coaching service, which results in the increase of the estimated fees and/or expenses, PeaceWise will advise the person involved (and/or the paying person/organisation, if any) in a timely fashion so an informed decision can be made by the relevant people on proceeding further with the service. Express written agreement to paying the updated amount will be required for the process to continue.

We prayerfully look forward to being able to serve you in your present circumstances.