

Samantha Hardy presents...



The Melodrama of Conflict



Present.me



The Melodrama of Conflict

Heroine

- Virtuous (necessary in order to gain sympathy and motivate others to help her)
- Passive and helpless (acted upon, mute, needs someone to rescue her, stuck with no choices)

Villain

- De-personalised
- Evil (always assumed to have bad intentions)
- Active and powerful
- Upsets the status quo

Father Figure

- Powerful
- Smart
- Recognises heroine's virtue
- Punishes villain
- Restores status quo

Hero

- Totally devoted to heroine
- Practically useless
- Not as smart as villain
- Although well-intentioned, can sometimes make things worse

Melodramatic Plot

- Sensational
- Giant leaps, plot twists
- Villain challenges heroine's virtue
- Fight to recognise and restore virtue
- Villain over-powered
- Dream justice



The Tragedy of Resolution

Tragedy, choice and learning

- Complicated plots
- Characters neither good nor bad, complex and flawed
- Hero has to talk himself through the problem
- Hero has choices (although may not be easy ones)
- May not be a happy ending, but always learning and growth



Coaching the
client to develop
her/his inner
hero.

The Conflict Coach

- Refuse to play the role of father figure – stay with the client as bumbling melodramatic hero.
 - On the client’s side, empathetic
 - But practically useless
- Be the mirror to help client talk to self
- Help the client turn from helpless heroine to active hero

Working with the client's story

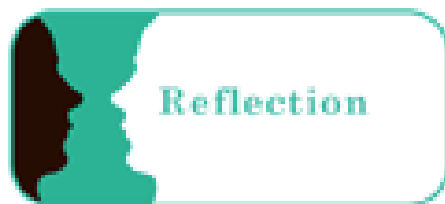
- Ask the client to set a goal – take responsibility right from the start.
- Personalize the villain – ask for their name and keep using it.
- Help client to complexify characters and plot.

Working with the client's story

- Complexify the story – ask for details (without challenging).
 - Ask about client's actions.
 - Ask about history (pre-villain's action).
 - Ask about other characters.
 - Use non-universal language and unpack universals used by client.
 - Use tentative language to explore the villain's actions and motivations, explore possibilities even where client is dismissive.

Working with the client's story

- Highlight past choices (good and bad).
- Explore the client's suffering.
- Ask the client to tell the story from other perspectives (role play a different character).
- Carefully challenge the notion of dream justice.
- Focus on choices and learning.
- Focus on improvement and artistry (not a return to the status quo).



Reflection

REAL Conflict Coaching encourages and assists people to develop the capacity to engage in reflective practice in their future conflict interactions, for the purpose of reflective learning and the development of artistry.

Engagement

REAL Conflict Coaching supports people to constructively engage with, rather than avoid, conflict. REAL Conflict Coaches assist people to find the right level of depth at which to engage, and to sustain that engagement in the long term if necessary.

Artistry

REAL Conflict Coaching builds peoples' capacities to engage in future conflict at the level of artistry. It encourages and supports individuals to go beyond the merely satisfactory, and to achieve excellence.

Learning

REAL Conflict Coaching is grounded strongly in principles of adult learning. It supports people to engage in lifelong reflective learning.

The 5 Cs

CLARITY

*Gain clarity
about the conflict
situation*

COMPREHENSION

*Understand their
own and the other
person's
needs and goals*

CHOICES

*Identify and
evaluate their
choices for moving
forward*

CONFIDENCE

*Develop confidence
about managing
conflict and
achieving their goals*

COMPETENCE

*Develop conflict
management
skills so that
they can constructively
engage in the conflict*

INTAKE

Goal setting

*Specific
Measurable
Attractive
Relevant and realistic
Time frame
Yours*

What happened?

*Tell story
Explore story
Challenge story*

Why does it matter?

*Needs
Identity
Emotions
Power*

Other perspectives

*Other party's
Other peoples'
Independent*

Preferred future

*Tell story
Explore story
Reality test*

Action steps

*Specific
Ordered
Reality tested
Time frame
Reviewable*

Reflection

*New learning
Feedback*

Closure

*Summary
What's next*

EXIT

Conflict Coaching International



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