

# Competency Assessment form for becoming a CINERGY® Certified Conflict Management Coach

Name of candidate

## **KEY POINTS FOR CONSIDERATION BEFORE CONDUCTING, AND DURING, COACHING SESSION**

- If feasible, have a client who is prepared to select their goal as having a conversation with the 'other person', so 'R'econstruct stage can be comprehensively demonstrated.

*With time management in mind (coaching session must cover all 7 stages of the model and be of a maximum of 2 hours' duration in total):*

- Skill Area 1 - you need only demonstrate 'Briefly describe the CINERGY® model' and not cover the other points
- Skill Area 4 - 'I'nquire stage. Be mindful of amount of time spent here so you can get to at least 2nd person in 'N' by about the end of the first hour. Focus on what incident brought the 'client' to coaching
- Skill area 4 - If client has a number of choices/options in 'E'xplore options, you could ask the client which they are leaning towards and only cover the pros/cons for that option, rather than all of them.(to be able to demonstrate your skills with the 'R'econstruct stage.

<b>Skill area 1: ESTABLISHES THE COACHING AGREEMENT</b>	Requires development	Competent	N/A	Comments
• ^ Briefly describes the <b>CINERGY®</b> model				
• Describes what conflict management coaching is and how it works				
• Ensures client understands the respective roles and responsibilities of the coach and client				
• Describes the terms of the conflict management coaching agreement, including provisions regarding confidentiality and voluntariness				
• Obtains client's signature before proceeding				

To be assessed as competent in **Skill area 1: Sets the foundation** requires a rating of competent in all areas. **However, only the first point marked ^ is necessary for candidates to demonstrate for their Competency Assessment. (spend no more than 5 minutes on Skill area 1)**

☐

Competent

☐

Not competent

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Skill area 2: CO-CREATES THE RELATIONSHIP	Requires development	Competent	N/A	Comments
• Remains non-judgmental				
• Demonstrates respect – establishes trust and connection				
• Develops and maintains a good rapport with client				
• Acknowledges client's concerns, views and emotions				
• Encourages and supports client and treats them as 'partner' (i.e. not their teacher)				
• Responds appropriately to client's strong emotions				
• Demonstrates flexibility				
• Sticks to client's agenda/focus/goals				
• Refrains from advising or problem-solving for client				
• Does not lead client				

To be assessed as competent in **Skill area 2: Co – creates the relationship** requires a rating of competent in ALL areas.

☐

Competent

☐

Not yet competent

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<b>Skill area 3: COMMUNICATES EFFECTIVELY</b>	Requires development	Competent	N/A	Comments
• *Listens attentively – staying focused on client’s goals				
• *Remains objective and impartial regarding client’s conflict, the issues raised and any other persons who may be involved in the dispute or conflict				
• *Asks clear and succinct questions				
• *Does not over-talk – and minimal or no use of paraphrasing, summarising or reframing				
• Remains/appears curious and interested				
• Uses silence appropriately				
• Spaces/paces questions – one at a time				
• Asks powerful open-ended questions that evoke insights				
• Acknowledges the client – their strengths, efforts, learning				
• Stays ‘present’ – does not appear to think ahead to the next question				
• Demonstrates thoughtful, interested and caring body language				

To be assessed as competent in **Skill area 3: Communicates effectively**, requires a rating of competent in each of the **4 areas above marked with \* (asterisks)** and in **at least 2 other areas**.

☐

Competent

☐

Not yet competent

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<b>Skill area 4: USE OF THE CINERGY® MODEL OF CONFLICT MANAGEMENT COACHING</b>	Requires development	Competent	N/A	Comments
<b>C – Clarify the goal/s</b>				
<ul style="list-style-type: none"> <li>Determines what client wants to achieve in coaching</li> <li>Remains focused on client’s objectives &amp; checks on them during coaching session, when applicable, i.e. if it appears that client’s goals may have changed (as well as always doing so at end of ‘N’)</li> </ul>				
<b>I – Inquire about the situation</b>				
<ul style="list-style-type: none"> <li>To hear what interaction/s precipitated the conflict or dispute.</li> <li>Lets’ client ‘vent’.</li> </ul>				
<ul style="list-style-type: none"> <li>Determines the name of the person with whom client is in conflict i.e. the ‘other person’</li> </ul>				
<b>N – Name the elements</b>				
<ul style="list-style-type: none"> <li>Deconstructs the elements of the conflict/dispute described by client (according to The (Not So) Merry-Go-Round of Conflict)</li> <li>Helps client identify and reflect on any new awareness, insights and learnings</li> <li>Has client confirm or reassess their goal</li> </ul>				

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<b>E – Explore Options/ choices</b> <ul style="list-style-type: none"> <li>Helps client explore possibilities for a plan of action to reach their stated goal</li> <li>Helps client consider the opportunities (pros) and risks (cons) of the possible choices/options for them and for the other person – and a third party, if part of the plan</li> </ul>				
<b>R – Reconstruct the situation</b> <ul style="list-style-type: none"> <li>Has client select the order of choice/s to try to reconstruct/ develop as a plan of action (if applicable)</li> <li>Coaches client to create, reconstruct, and try out possible ways of reaching their objective for the selected choice/s or option/s. This involves: <ul style="list-style-type: none"> <li>a) describing the coach’s role in this stage</li> <li>b) fully ‘setting up’ situations for the client to test and examine (‘try out’) by having them name their intentions and criteria for the ways they plan to be for each selected choice/option</li> <li>c) Having client engage in a related practice or other experiential exercise;</li> <li>d) providing effective feedback and observations, based on criteria client gave in ‘set up’ step</li> </ul> </li> </ul>				
<b>G – Ground the challenges</b> <ul style="list-style-type: none"> <li>Helps client consider what challenges if any, may get in the way of proceeding with the plan they now have</li> </ul>				

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<b>Y – Yes, the commitment</b> <ul style="list-style-type: none"> <li>• Confirms what client’s next step/s is (are)</li> <li>• Hear client’s learning/s (“takeaways”).</li> <li>• Asks client re: task they will work on</li> <li>• Acknowledges client’s efforts and ends on positive note.</li> </ul>				

To be assessed as competent in **Skill area 4 - Uses the CINERGY® model of conflict management coaching** requires a rating of competent in **ALL parts of all the steps of**

the model. (The entire 7 ☐ stages of the model are required to be demonstrated within the 2 hours)

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Competent

Not yet competent

## Overall Comments

Areas of strength

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Areas to work on

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# Competency Assessment form for becoming a CINERGY® Certified Conflict Management Coach

## OVERALL ASSESSMENT

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To be assessed as competent as a conflict management coach requires an assessment of competent in each of **Skill Areas 1- 4** above.

“Competent” means:

The candidate has been evaluated as a competent to be a **CINERGY®** Certified Conflict Management Coach according to the criteria on which they are assessed throughout this document.

“Requires development” means:

- Demonstrated lack of sufficient skill in one or more of the areas marked with asterisks\*
- Demonstrated lack of sufficient skill in other areas that require further development
- Did not fully adhere to the **CINERGY** model

I confirm that this candidate (*name*) ..... is:

☐

Competent

☐

Requires Development (Not Yet Competent)

Date assessment completed:

*If you are assessed as Competent to be a **CINERGY®** Certified Conflict Management Coach, you will be required to download a copy of the ‘Model Standards of Ethical Conduct for conflict management coaches’, sign the pledge on the last page, scan and email to [learning@resolution.institute](mailto:learning@resolution.institute)  
These Standards are available at: <https://www.resolution.institute/accreditations/conflict-management-coaching>*

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