

Requirements and assessment process

Accreditation through Resolution Institute as a CINERGY® conflict management coach gives your clients an assurance of quality.

As a member of Resolution Institute, you will be listed on Resolution Institute's database as an accredited / certified conflict management coach.

Requirements for international accreditation as a CINERGY® conflict management coach with Resolution Institute

- Before undertaking assessment:
 - Completion of a CINERGY® conflict coaching course or CINERGY® conflict management coaching course of at least 28 hours in duration
- AND
- Completion of the whole model (all 7 stages) with at least 5 – 8 different clients. (Note: clients may include colleagues, co-workers, friends and family members, fellow CMC course attendees, as well as clients who retain your services)
- Assessment: Completion of a **one-hour** long (ensure it is limited to 1 hour) conflict management coaching session that is video or audio recorded and from which you as Coach are assessed as “competent” against the CINERGY® conflict management coaching model and competencies. Ensure you read all points on the Assessment Form pages 6-11, (part of Application Form) before conducting your coaching session, so that you know what the competency assessor will be marking. There is a fee of A\$450 or NZ\$490 to be assessed. You will only be accredited once you have been assessed as “competent”. If you receive an assessment of “Not yet competent”, you may complete another assessment session, however this entails further payment.
- Evidence of good character
- Agreement to comply with the *Standards of ethical conduct for conflict management coaches* and any relevant legislation or requirements for particular schemes
- Professional indemnity insurance (or insurance cover provided through employer or statutory scheme), evidence of which is provided to Resolution Institute, and
- Membership of Resolution Institute.

Requirements for reaccreditation as a CINERGY® conflict management coach with Resolution Institute (every two years after initial accreditation)

Membership and professional indemnity insurance

- Continuing membership of Resolution Institute
- Maintenance of professional indemnity insurance (or insurance cover provided through employer or statutory scheme)

Continuing professional development

- Complete at least 20 hours of continuing professional development (CPD) in every 2-year cycle that can be made up as follows:

Conflict Management Coach Accreditation



- Participation in conflict management coaching mentoring sessions in person or by telephone with a CINERGY® accredited trainer or coach/mentor (up to 10 hours)
- Attending a refresher course for CINERGY® conflict management coaching through Resolution Institute (up to 10 hours)
- Attending the 3-day Advanced CINERGY® Conflict Management Coaching course (up to 15 hours)
- Participation in conflict management coaching teleconferences e.g. CINERGY® teletalks (up to 6 hours)
- Attendance at continuing professional development courses, seminars, workshops or conferences in topic areas that are closely related to conflict management coaching (up to 10 hours)
- External supervision or auditing (e.g. observation and feedback in person or via video recording) of their practice of conflict management coaching (up to 16 hours)
- Presentations at conflict management coaching seminars or workshops (e.g. to workgroups or professional colleagues) including two hours of preparation time for each hour delivered (up to 8 hours)
- Coaching, instructing, mentoring of trainees or less experienced conflict management coaches (up to 8 hours)
- Participating as a client for trainee coaches and for candidates for conflict management coach accreditation assessment (up to 4 hours).

Provision of conflict management coaching

Conduct at least 25 hours of conflict management coaching (either as discrete sessions or as part of another ADR intervention such as mediation) in every 2-year cycle.

This may be waived at Resolution Institute's discretion if an individual is prevented from doing this as a result of:

- A focus on work undertaken in an associated area of ADR / Dispute Resolution
- A family, career or study break
- Few work opportunities (such as a result of being located in a regional/remote area)
- Illness or injury

In these cases, Resolution Institute may require the individual to undertake additional CPD and/or assessment.

Conflict Management Coach Accreditation



Assessment process

Candidate's responsibilities

- To identify an individual who is willing to be coached for the purposes of the candidate's assessment
- To gain this person's written agreement for the session to be recorded and then sent to Resolution Institute to be assessed by one or more conflict management coaching competency assessors
- To make a video or audio recording of a **1 hour long (ensure it is limited to 1 hour)** conflict management coaching session, including a brief introduction (refer to Skill Area 1 on Application/Assessment Form) and submit it to Resolution Institute.
- For a video, the preferred format is as a DVD video, however we can also accept the following file formats:
 - MPEG (.mpg / .mpeg)
 - Quicktime (.mov)
 - Windows Media Video (.wmv)
- For audio, the preferred format is an mp3 file.
- To confirm that the conflict management coaching session was authentic (i.e. not pre-scripted) and that the recording was made as one continuous recording (except for comfort breaks).

Resolution Institute's responsibilities

- To arrange for a competency assessor to assess the performance of the conflict management coach in a timely manner
- To ensure that the assessor provides adequate feedback
- To inform the candidate of the result of the assessment as soon as is practicable.

Fee for the assessment is A\$450 (incl GST) or NZ\$490 (incl GST).

For an application form to apply for accreditation, access Resolution Institute website:

www.resolution.institute/accreditation/conflict-management-coaching-accreditation