

# Peaceful Partnership Mediation (PPM) Conflict Resolution Coaching Communication Skills Coaching

## CORPORATE CONFLICT RESOLUTION COACHING & MEDIATION ONE SHEET

PPM is a comprehensive customized solution for personal and professional conflict resolution, providing relational mediation services for dispute resolution, navigating conflict resolution coaching and effective communication skills training.

### Methodology:

One primary focus is discovering the core reason for any conflict and ineffective communication, at the executive, supervisory, employee, project team, contractor and consumer levels. Conflict disputes can occur within any great company, between any 2 or more people. Which leads to decreased productivity, work performance and increased stress.

Provided service models are experiential, utilizing mediating/facilitating/modeling/coaching so people can learn more effective communication (speaking & listening etc.) and to competently resolve conflict, and create peaceful and respectful interactions with others at work. Ultimately, productivity, and work performance improve, while overall stress is reduced.

**Coaching Modalities Used:** Relational Mediation, Conflict Resolution & Communication Skills Coaching, Workshops & Experiential Trainings (1:1, 2 or more people, teams/groups)

### Services Provided:

What makes PPM services unique is the ability to support self awareness, identify the core conflict pattern, and learn effective ways to communicate and deal with conflict, (not just getting a result for a single conflict situation, but providing life skills, so future conflict can be prevented or resolved quickly and appropriately before it escalates).

Our approach is highly effective and provides lasting results and transformative changes, because of the following unique aspects of a customized comprehensive method utilizing Psychology, Communications, Conflict Resolution and Mediation experience and training:

- 1) **Awareness Training:** During the moment of conflict, awareness and clarity are provided regarding the cause of the conflict pattern, which is then reflected back.
- 2) **Communication Skills:** Modeling of effective communicate skills to deal with conflict peacefully will be provided, during the moment when conflict or ineffective communication arises. A few skills are: (Effective listening, Perception checking, Asking clarifying questions, Making requests, Using ownership language, Giving and receiving feedback effectively).
- 3) **Coachability:** Initially, all individuals involved, participate in an initial 1:1 coaching session, to confirm coachability, commitment and willingness to learn more effective ways of relating and communicating, in the mediation and coaching process.
- 4) **Personal 1:1 Coaching:** During mediations, when someone is emotionally triggered or stuck, they are provided with 1:1 coaching to move past the upset or block. This supports them in moving forward with clarity, being present and fully participating in the mediation.
- 5) **Core Issue Awareness:** Becoming conscious of the underlying reason for the conflict trigger, is foundational. Then support with shifting from "The Victim/Drama Triangle" to "The Responsible/Empowerment Dynamic Triangle" (TED) is provided. Then communication interactions move from (victim) and painful to (responsible) and respectful.

- 6) **Relational Mediation:** Facilitated to support clients during the moment of real conflict and to learn to prevent and lessen conflict, and create ways to communicate their needs authentically and peacefully in the workplace with peers, supervisors, customers and teams.
- 7) **Workshops and Trainings:** Customized for project teams, groups, employees, new supervisors on how to be effective, empowered successful communicators, who inspire others and achieve desired results, while confidently and productively dealing with conflict.

## **How We Measure the Success of Mediation and Coaching Series:** **Improvement will be seen in these areas:** (When participants are engaged and coachable)

- 1) Increased overall productivity and improved work performance
- 2) More productive team members, with improved collaboration, engagement and creativity
- 3) Less reactive, and more calm, respectful, self-aware communications
- 4) Fewer conflicts and resolves conflict peacefully and effectively
- 5) Improved deliverables and gains in customer satisfaction and service
- 6) Improved peer-to-peer working relationships
- 7) Enhanced direct report/supervisor relationship, and more receptive to feedback
- 8) Reduced workplace drama/stress and increased effective communications
- 9) Increased employee retention and decreased absenteeism
- 10) Increased psychological safety and trust to share creative ideas/solutions

## **Bio**

**Susan E. Morrison, MA, MSS, MS, CCC-SLP**

Susan is an inspiring and passionate Transformational Relational Mediator and Conflict Resolution & Communication Coach, who uses her life experience, vast education and certifications for transformation for her clients. Susan holds three Masters' degrees in Communication, Spiritual Science, and Applied Psychology. She is also trained in relational mediation, conflict resolution, communication and transformative life coaching. She holds a certification, which includes a year-long intensive, in Leadership Mastery Training for "Understanding Men and Women". This led Susan to facilitating and designing workshops for men and women on communication, gender behavior differences, creating greater mutual respect, understanding and compassion. Susan also holds certifications in the following, a Doctoral Certificate in Soul Centered Leadership, Consciousness, Health and Healing, workshops and trainings in Coaching, NLP, Insight Seminars, Personal and Spiritual Growth.

For over 10 years, Susan has coached and mediated men and women individually and in groups. Susan creates a safe space for all clients to feel safe, and to be seen and heard when sharing their truth. Clients, can then heal relationships by releasing and clearing emotional and mental energetic blocks and limitations. She is described as leading with heart, while calling out BS and holding firm boundaries when needed.

Susan's energy is contagious and engaging when she is live on stage speaking, facilitating (relationship skills, conflict resolution and communication skills) workshops or small intimate teams, or in her individual sessions. As an instructor at Colorado Free University, her course in "The Power of Effective Communication" was chosen as an elective for a non-profit business owner's certification program.

**Voice/Text: (303) 818-1807**

Email: [Info@SusanEMorrison.com](mailto:Info@SusanEMorrison.com)

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