

Skills Every High Conflict Coach Needs

1. Have a Winning Mindset

Henry Ford once said, “Whether you think you can or think you can’t, you are right.” If you don’t have a winning mindset going into high conflict negotiation coaching, then you won’t succeed—and neither will your clients. Walk into every situation with the confidence that you can make a difference.



2. Identify Your Client’s Goals

Conflict resolution sessions must be so much more than simply venting sessions. You must learn how to ask good questions to understand your client’s goals. That way, you can help guide them toward a positive resolution. A client may walk into a session fuming, but you can ask constructive questions to help them get to a better place.



3. Practice Active Listening

Listening to someone is one thing, but actively listening is another. Active listening involves several details, including paying attention to body language and verbal cues and showing the person that you are listening. Active listening isn’t just a skill that will come in handy for your clients—it’s crucial for understanding both parties better.



4. Learn to Think Up Creative Solutions

The best high conflict negotiation coaches are creative. That doesn’t mean they love painting, sculpting, or baking—it means they can think outside the box to come up with unique solutions to problems. Sometimes, when two parties don’t agree, it can seem impossible to find a solution that works for everyone. But when you practice devising clever solutions, you can be the catalyst for a breakthrough in a disagreement.



5. Practice Adjusting to Different Communication Styles

Everyone communicates differently. Different communication styles can clash with each other and create conflict. When you as the negotiator learn to recognize different communication styles, you can bridge the gap between two parties and help them understand each other better.



6. Master Essential Skills

There are certain skills you’ll need to master if you want to become a successful high conflict negotiation coach. Patience and attention to detail are crucial for gaining a complete understanding of each party’s stance. You’ll also need to learn how to put aside your preconceived biases to become fully impartial.

7. Get Certified

Taking a course from a specialist is the best way to become a successful, proficient high conflict negotiation coach. A certification course will give you tips, tricks, and blueprints for working through conflict with the most difficult personalities.

