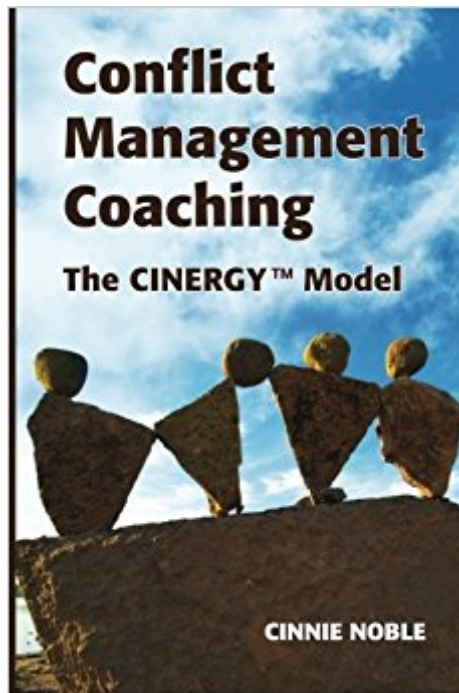




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Conflict Management Coaching: The CINERGY™ Model



Synopsis

CONFLICT MANAGEMENT COACHING: THE CINERGY™ MODEL describes a well-researched process for coaching people on a one-on-one basis, to improve their skills and abilities to manage and engage in their interpersonal disputes. This comprehensive text written by Cinnie Noble, a lawyer-mediator and certified coach, not only provides a coaching model that uniquely integrates neuroscience principles with conflict management and coaching theory and practice. It also provides readers with many ideas and practical ways to support a conflict coaching practice. CONFLICT MANAGEMENT COACHING is an informative resource that will be of interest to coaches, mediators, ombudsmen and other conflict management and dispute resolution practitioners, HR professionals, leaders, lawyers, psychologists, social workers and others who work with people in conflict. TABLE OF CONTENTS * Introduction * The Three Pillars of Conflict Management Coaching * Conflict Management: There Is No Rule Book * Client Engagement * The CINERGY™ Model * Conflict Management Coaching Model * Conflict Management Coaching Skills * Applications of Conflict Management Coaching * Measuring Conflict Management Coaching

Book Information

Paperback: 280 pages

Publisher: CINERGY™ Coaching (September 22, 2011)

Language: English

ISBN-10: 0987739409

ISBN-13: 978-0987739407

Product Dimensions: 6 x 0.6 x 9 inches

Shipping Weight: 1.1 pounds (View shipping rates and policies)

Average Customer Review: 4.5 out of 5 stars 15 customer reviews

Best Sellers Rank: #470,268 in Books (See Top 100 in Books) #81 in Books > Law > Business > Arbitration, Negotiation & Mediation #925 in Books > Politics & Social Sciences > Social Sciences > Violence in Society #1498 in Books > Law > Rules & Procedures

Customer Reviews

Cinnie Noble, CM, BSW, LLM(ADR), ACC, CMed, is a pioneer in the development of conflict management coaching. As a lawyer and certified coach and mediator with extensive experience in the fields of conflict management and executive coaching, Cinnie brought together principles from these two major disciplines to create the CINERGY™ model in 1999. Since that time, she is regularly asked to speak internationally on this subject and also writes extensively about the

model's numerous applications. Cinnie and her associates coach people in many parts of the world and also train others worldwide to use this unique coaching method. Cinnie has taught conflict management courses at the University of Windsor Law School, University of Toronto and York University, and is a guest lecturer in the Masters of Law program in Alternate Dispute Resolution at Osgoode Hall Law School. Two of the four books she has written to date are on the subject of mediation: *Mediation Advocacy: Effective Client Representation in Mediation Proceedings* (with co-authors Leslie Dizgun and Paul Emond; Emond Montgomery, 1998) and *Family Mediation: A Guide for Lawyers* (Canada Law Book, 1999). She also recently co-authored with Ed Modell and Diane Brennan the chapter "Conflict Management" in *The Handbook of Knowledge-Based Coaching* by Leni Wildflower and Diane Brennan (Jossey-Bass, 2011). Cinnie is a former board member of the Greater Toronto Area chapter of the International Coach Federation. She co-founded and is the current host of ICF's Conflict Management Coaching Special Interest Group. Cinnie also founded and currently chairs the Conflict Coaching Committee of the Association for Conflict Resolution's Workplace Section. Cinnie was appointed a Member of the Order of Canada in 1991.

I am a mediator with various additional trainings, and I found this book to offer a comprehensive, well-researched model that I can use as a foundation for my developing practice of Conflict Coaching. There is much practical and accessible information, which is based on a linear, sequential system for approaching any kind of conflict. The book describes how the model was developed through a living laboratory of co-facilitators, and seems to literally be the synergistic result. The author, who blends her background of law, mediation and coaching, has created a significant, user-friendly contribution to one of the many new outgrowths in the conflict management field. The book might benefit from some more stories and examples of colorful mediations. I could also imagine there being a companion workbook with exercises to ground the tools as the reader progresses in skill.

An excellent book by a pioneer in the development of conflict management coaching. Conflict management coaching is basically a one-on-one process. It's client empowering. It's not about advising the client what to do. Cinnie has developed a practical model for coaching conflict, integrating and building on the fields of coaching, mediation, and neuroscience. The model includes a process to follow, case examples, numerous templates, and supporting references. This book is thorough, well organized and practical. I liked how Cinnie clarifies the role of coach in context, as

part of a larger community-of-practice, and in relation to other helping professions such as mediation and counselling. Lightbulbs went off for me. I've gotten to know the author through various online channels, including her role as moderator of the popular Coaching Coaching Guild group on LinkedIn, and where she definitely leads by example. Nicely done, Cinnie.

It is evident that a lot of work has gone into this text. It is thorough and precise and provides a clear road map for those who want to use, implement or access conflict management coaching. I highly recommend the book. Joyce Odidison

I use this book every day in my practice as an executive coach

This is a must read book to HR, Managers, Executives that want to understand what a Conflict Coach can do for their organization.

This might be because this book was the fourth book I read in a series on conflict management but beyond discussing the three pillars, the book did not present anything new and started to come across more as a marketing ploy. Many of the steps in CINERGY seem like they were taken from a dozen other models. Don't get me wrong, they still work and the model itself is thorough but it seems too easy to come up with an acronym with your name and then applying another model to it. My last name starts with an N so instead of the C from CINERGY standing for clarifying the goal, I can come up with my own model and the first letter will stand for name your goal. I will be rich.

Cinnie Noble has created a wonderful resource for all consultants who work in executive coaching. I highly recommend this book.

This book is a tremendously valuable resource. The author describes in depth the three pillars of conflict management coaching (coaching, ADR, neuroscience). The merry-go-round of conflict is also described in depth and provides great insights along the way. The author's own CINERGY model is the apex of the book...and would be worth 100 times the price of the book if presented in a multi-day workshop: so the book is a great value as well as most valuable.

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