



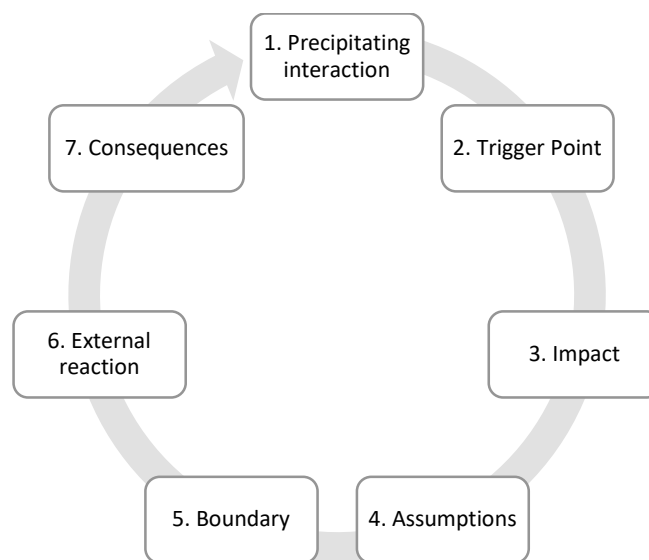
COACHING

Perspectives of Freedom (POF) offers one-on-one coaching in which a trained conflict resolution expert helps increase the clients' competence and confidence to manage and engage in conflict. Our experts will ask the client **strategic questions to unravel the conflict and increase self-awareness** about how he/she stands in the conflict.

Coaching and seeks to initiate and deepen the following processes in the client:

- Focusing attention to improve new thinking
- Promoting "forward" goals to inspire forward movement
- Gain insight into the client's behavior and the conflict dynamics
- Regulate emotions, enhance patterns of thinking, and reduce negativity
- Harness client's creativity to act upon their insights
- Positive reappraisal facilitates a change in perspective

To reach these outcomes, POF Solutions determines the goals of the coaching and the expected outcome with the client. The coaching sessions follow the **CINERGY™ model** on conflict management which takes the client through a journey in which he/she gains a different perspective of the conflict by increasing their understanding of what happened for them as well as the other person(s) in the conflict.



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The CINERGY™ model will help the client map the conflict in a maximum of 7 steps:

Step 1: Precipitating Interaction

We will help the client assess which incident or series of incidents initiated the experience of negative thoughts and related emotional responses about the other person(s).

Step 2: Trigger Point

We will assist the client to explore the link between the trigger point and the underlying values, needs or aspects of their identity as part of the broader analysis of understanding the conflict dynamics.

Step 3: Impact

We will help the client identify and explore his/her internal reaction (impact) when the other person provokes specific actions and words (the trigger point).

Step 4: Assumptions

We help the client assess the assumptions he/she makes and how these can become distorted, self-serving, blaming, and fault-finding. The specific focus is set on finding out what the other person said or done (or not said or done) that provoked the client.

Step 5: Boundary

We help the client understand what they see as a boundary. This refers to the limited number of clients' tolerance for the other person's actions or words.

Step 6: External Reaction

We help the client assess his/her own response outwardly to the person who crosses his/her line of tolerance. At this time, the client experiences internal conflict with expresses itself in higher levels of irritation, negativity, and emotion.

Step 7: Consequences

We help the client assess what is the result and effect of the internal conflict (when the other person crosses a boundary). The escalation of a conflict can have far-fetched effects.

Our experts adjust the CINERGY™ model to the presented situation to fully engage the client in the process. We typically engage in 1-hour weekly sessions to work with the client in a respectful and transparent manner. After each coaching session, we assess the client's progress and see if the goals set for the week were attained and how the process can be improved. The coaching sessions are confidential and fully adjusted to the pace of the client