

ICF BULGARIA MASTERCLASS SERIES

ICF Bulgaria Masterclass Session №2

***“CONFLICT IN THE WORKPLACE –
HOW COACHING CAN MAKE A
DIFFERENCE”***

Guest Coach:



Ed Modell

Professional Certified Coach (PCC), USA,
ICF President (2011)

DATE: 23 March 2011

Preparation time: 18:15 – 19:00

Start of session: 19:00 (Bulgarian time)

End of session: 21:00

ICF Masterclass is supported by

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SCHEDULE OF MASTERCLASS SESSION №2

DURATION	TOPIC	LED BY
18:15 - 19:00	TIME FOR PREPARATION FOR THE CALL	
19:00 - 19:55	START OF THE CALL TOPIC: “Conflict in the Workplace – How Coaching Can Make a Difference”	
5 min	Welcome notes	ICF Bulgaria
20 min	Conflict Management Styles	Ed Modell
15 min	Conflict Coaching Elements	Ed Modell
15 min	Questions and shared discussion	Ed Modell
19:55 - 20:25	COACHING DEMONSTRATION	
15 min	Conflict Coaching Demonstration	Ed Modell
	<i>Set up – agreements on the process for this particular demo and any contracting that needs to be done, coach-client and coach/client – audience</i>	
15 min	Feedback/Reflections from client and coach. Questions from the audience.	ICF Bulgaria Ed Modell
20:25 –20:30	CLOSE WHAT IS NEXT in the ICF Bulgaria Masterclass Series?	ICF Bulgaria

WHO IS OUR GUEST?



Ed Modell is ICF President for 2011. Ed is a certified Executive and Life Coach and holds the Professional Certified Coach (PCC) ICF credential. He specializes in working with government, small business and non-profit executives and professional service providers. He is a graduate of the Coaches Training Institute (CTI) certification program.

Ed was the President of the Metro DC ICF Chapter and was a co-founder of the Conflict Coaching Special Interest Group (SIG). He also served as Chair of the ICF Regulatory Committee and participated in several ICF task forces before joining the global ICF Board in 2009.

Ed serves as the Ombudsman for the State of Maryland Judiciary Department. In that capacity, he provides confidential and informal conflict coaching, mediation, facilitation and training services for employees of the Judiciary Department. He is also available to assist the citizens of Maryland with their concerns about the courts. Ed initiated this program in 2006 and he reports directly to the Chief Judge of Maryland.

Before becoming a coach in 2003, Ed practiced law for over 28 years at major law firms in Washington, DC. He earned his Juris Doctor degree from the University of Virginia School of Law and his Bachelor of Arts degree from Yale University, and served as an officer in the United States Air Force.

MESSAGE BY ICF PRESIDENT ED MODELL, TO THE ICF BULGARIA CHAPTER IN YOUTUBE:

http://www.youtube.com/watch?v=Wi_R599HhSs

MESSAGE BY ED MODELL TO THE ICF BULGARIA MEMBERS:

Dear ICF Bulgaria Colleagues and Friends,

I am so honored to be able to participate in your Masterclass series. The Bulgaria Chapter of the International Coach Federation is to be congratulated for providing such excellent professional development opportunities for its members.

I believe that we all do better as coaches and as people when we are a part of something larger than ourselves. As a part of ICF, you are in an organization that is much larger than ourselves with almost 18,000 members in 106 nations.

As 2011 President of ICF, I am here to serve you this year so please let me know if there is anything that I can do for you.

Warm regards-

*Ed Modell, PCC
President, International Coach Federation
ed@coachfederation.org*

MORE ABOUT THE TOPIC OF THIS SESSION

In order to take maximum advantage of the session, please read the following documents before coming:

1. ICF Core Coaching Competencies

<http://www.coachfederation.org/research-education/icf-credentials/core-competencies/>

2. Conflict Coaching – When It Works And When It Doesn't

<http://www.mediate.com/articles/nobleC8.cfm>

3. Conflict Management Coaching at the Transportation Security Administration

<http://www.mediate.com/articles/nobleC11.cfm>