

Conflict Coaching: Practices and Principles

February 7 at 12:00 pm - 1:00 pm PST



INTERACTIVE WEBINAR

**Conflict Coaching:
Practices and Principles**

**February 7, 2024
12:00PM - 1:00PM PST
Online**

HANSA PATEL

DANILLO ALVES

THE CENTER FOR
Understanding
in Conflict

What are the Ericksonian principles?

1. People are OK:

Human beings everywhere are basically okay!

2. People have real resources:

They have many more resources than they know!

3. Every person has a positive intention:

Even if a positive intention is hidden, it can quickly be found.

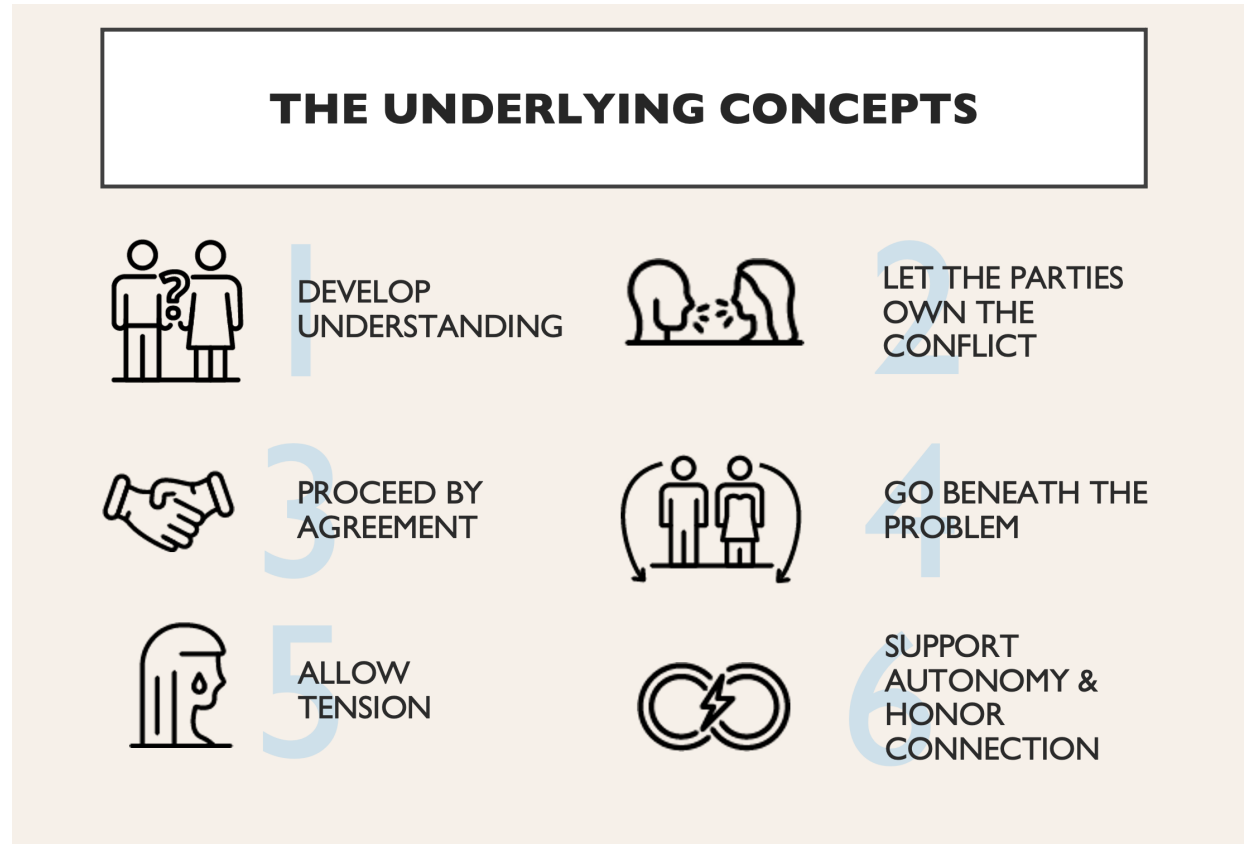
4. People do their best:

They make their best choices each day with what they know about life so far.

5. Change is inevitable:

No matter how difficult, we learn, we grow, and we change. In this way, our acorn becomes an oak tree.

<https://www.erickson.edu/resources/the-erickson-approach-to-inspiring-change>






SAP Global Ombuds Office Support Offerings for Employees and Managers

Danillo Alves
February 7, 2024

INTERNAL – SAP and Partners Only



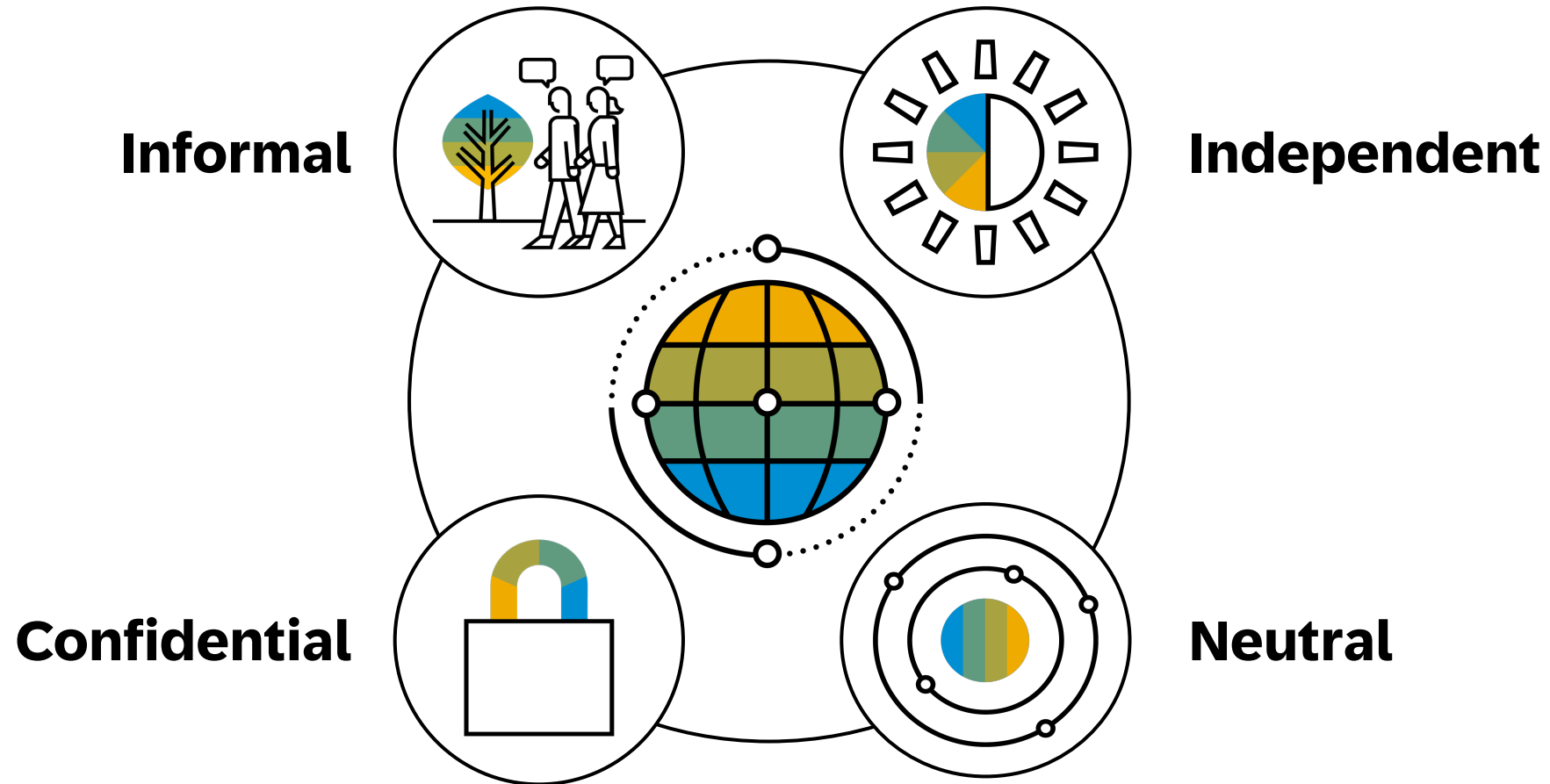


SAP Global Ombuds Office

Mission

**Feel safe
and be heard.**
**We are here
to help in difficult
situations –
every individual,
worldwide.**

SAP Global Ombuds Office: **Our Principles**



Please read our Charter Agreement and Standards of Practice describing the guiding principles of the SAP Ombuds function based on the [Code of Ethics](#) of the International Ombuds Association (IOA)

SAP Global Ombuds Office: How we support our internal visitors



Individual Consulting

- Listen and understand
- Guide and coach
- Identify and give voice

Ombuds Office SharePoint



Conflict Clarification Services

- **SAP Conflict Lounge**
Confidential 1:1 counseling with a conflict expert
- **SAP Mediation** (*onsite/online/shuttle*)
Workshop format with the goal to get clarity and develop a sustainable agreement for the way forward

What people say



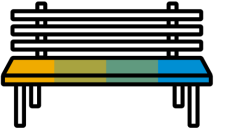
Conflict Competence Services

- 5 Steps to navigate and deal with conflict (online)
- Ready for Difficult Conversations (onsite/online)
- Talk for Teams (onsite/online)

Conflict Prevention Trainings

SAP Global Ombuds Office: Conflict Lounge

Get support for your difficult situation



What's in for you?

- We all experience difficult situations or conflicts
- You need support to
 - Gain insights and clarity
 - Reflect on options, or
 - Prepare for a difficult conversation

Ombuds Office SharePoint

What it is

- Confidential 1:1 counseling
 - With a conflict expert
 - In a personal environment
- 45-minute one-time sessions
- First orientation/aid
- In local language as available

What people say

How it helps

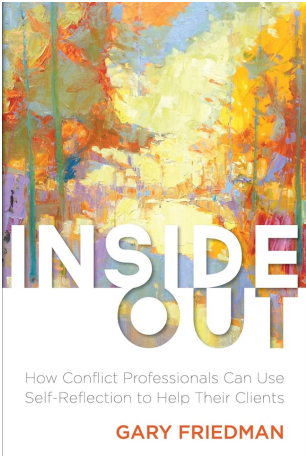
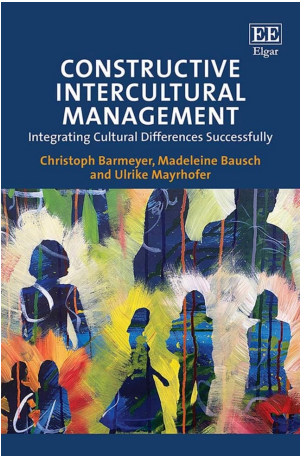
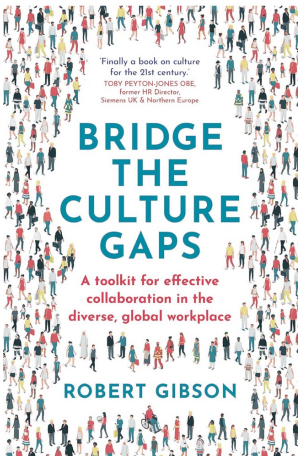
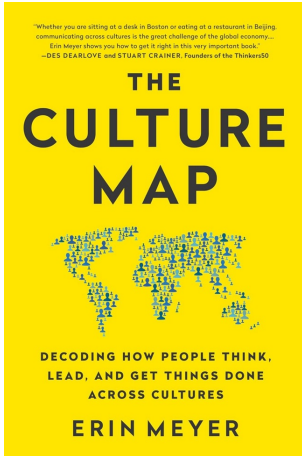
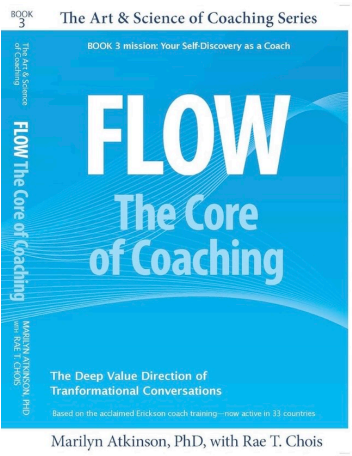
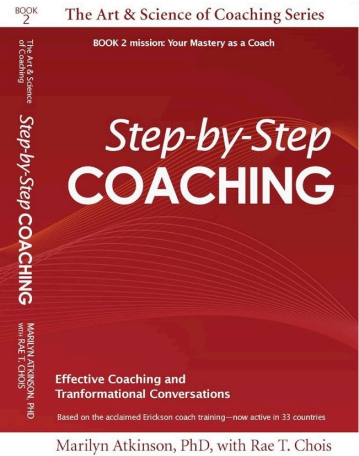
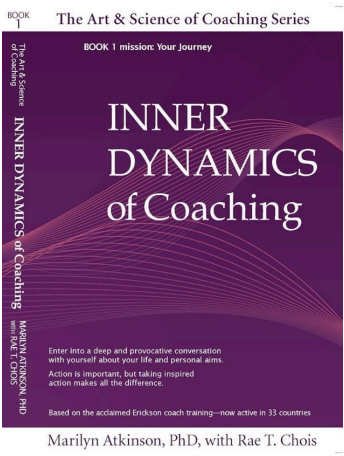
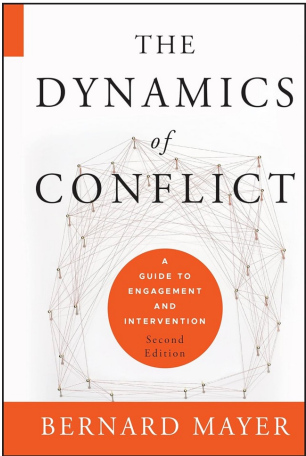
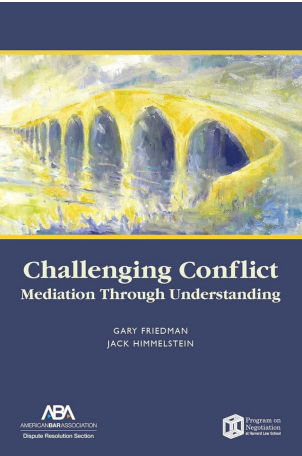
You get to

- Think out loud and get heard
- Train your conflict awareness
- Reflect your own behavior
- Develop options for next steps
- Prevent escalations

Book your session
or reach out via email

Appendix

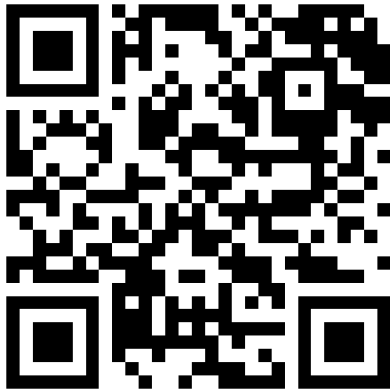
Books



Thank you!

 Join us online

Danillo Alves



Hansa Patel

