



# COACHING TOOL KIT

# HOW TO USE THIS TOOL KIT

This tool kit gives CDP certified users materials and exercises to supplement their coaching on conflict management. Focusing primarily on the four Active/Constructive scales and the Hot Buttons, this guide helps coaches move beyond the simple “awareness” component of the CDP to the essential skill building phase.

As a first step, take a look at the Table of Contents. The kit is divided into Coaching Tactics and Coaching Tools. Under Coaching Tactics, you will find:

- Best Practices;
- Coaching Activities;
- Common Questions; and
- Problem Areas.

The Best Practices section contains general tips and approaches to use when coaching on the different CDP scales. The materials in Coaching Activities are specific exercises and activities designed to increase skill in the four Active/Constructive scales. Common Questions is a thorough list of useful questions to use in a variety of coaching contexts. Problem Areas contains advice and practical solutions for common obstacles that arise during coaching.

The Coaching Tools section includes several different forms which can enhance the coaching process from start to finish. You don't necessarily need to use every single form, but we wanted to have a variety of different tools available to you depending on your specific needs and preferences.

Whether you are an experienced coach or relatively new to the task, we hope you find the activities in this notebook to be beneficial in your upcoming sessions. We welcome your feedback!



**Mediation Training Institute, Eckerd College**  
St. Petersburg, Florida  
888.359.9906  
[mti@eckerd.edu](mailto:mti@eckerd.edu)

# COACHING TACTICS

## BEST PRACTICES

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