

# Positive Psychology & Conflict Coaching

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# Agenda

1. What is Positive Psychology and what is Conflict Coaching?
2. What are the goals of Positive Psychology and Conflict Coaching?
3. The PERMA Model
4. Happiness and the Future of ADR

# What is Positive Psychology?

"Positive psychology is a scientific approach to studying human thoughts, feelings, and behaviour, with a focus on strengths instead of weaknesses, building the good in life instead of repairing the bad."

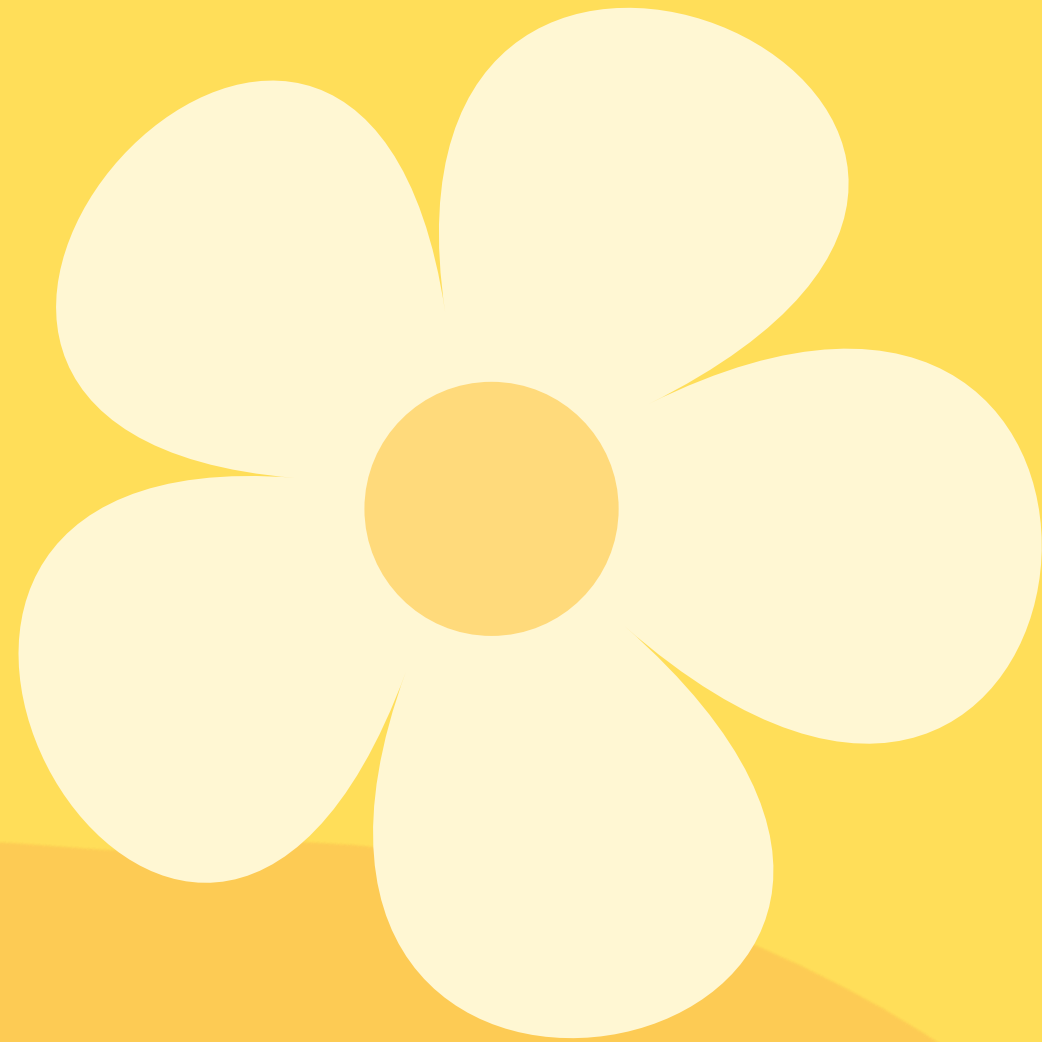


# Other Definitions Include...

“Positive Psychology is the scientific study of human flourishing, and an applied approach to optimal functioning. It has also been defined as the study of the strengths and virtues that enable individuals, communities, and organizations to thrive.”

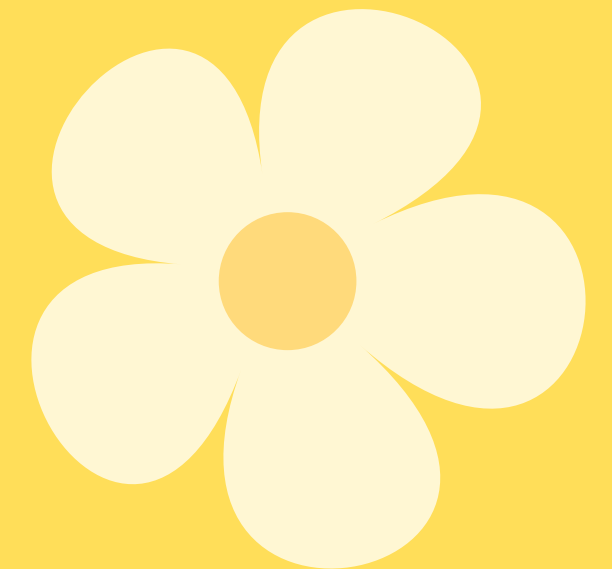
“Positive psychology is the study of the conditions and processes that contribute to the flourishing or optimal functioning of people, groups, and institutions.”

“It calls for as much focus on strength as on weakness, as much interest in building the best things in life as in repairing the worst, and as much attention to fulfilling the lives of healthy people as to healing the wounds of the distressed.”



# Flourishing

"is the product of the pursuit and engagement of an authentic life that brings inner joy and happiness through meeting goals, being connected with life passions, and relishing in accomplishments through the peaks and valleys of life."



# What is Conflict Coaching?

"Conflict Coaching is a one-on-one consultation process designed to assess and develop an individual's communication skills and conflict management strategies."





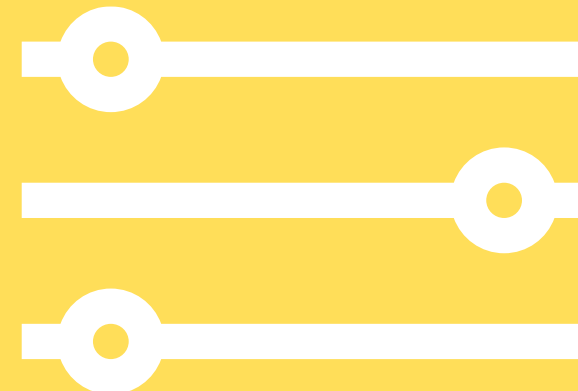
# Conflict Coaching can assist with...



Developing new options/  
a strategy for managing  
an existing conflict



Self-awareness: Learning  
about one's  
communication and  
conflict style



Gaining confidence in  
one's own abilities to  
manage or resolve  
conflicts

What are the  
Goals of Positive  
Psychology and  
Conflict Coaching?

“Positive psychology is a natural fit with coaching. Clients seek out coaching for a full range of issues, but underneath all of these issues is a generally unstated desire to increase their overall sense of happiness and well-being. Positive psychology provides important empirical underpinnings to the techniques and strategies that coaches use to help clients realize their goals on the path to greater well-being.”

In general, the goals of positive psychology in coaching are as follows:



- To positively impact the client's life and increase the client's experience of positive emotions
- To help clients identify and develop their strengths and unique talents as well as note areas of improvement
- Enhance the client's goal-setting and goal-striving abilities
- Cultivate the client's sense of happiness and wellbeing
- Nurture a sense of gratitude in the client and mindfulness
- Help the client build and maintain healthy, positive relationships with others

# Positive Psychology & Coaching:

- "The coach plays an important role in determining what the client's strengths are, what helps them overcome hurdles, and what gives them hope" (Tarragona, 2015).
- Coaches can use positive psych to practice and embrace the idea of kindness, gratitude, personal strengths assessments, mindfulness, meaning and accomplishments
- "Positive psychological coaching employs a comprehensive approach toward development, which aids clients to identify and actively deploy their character strengths as well as acknowledges the multiple contexts which influences their lives" (Haberlin, 2019).

# The PERMA Model

Developed For Positive  
Psychology

# PERMA:

- **Positive Emotion**
  - Can promote resilience, gratitude, enjoyment
- **Engagement**
  - Related to flow which is living in the present moment focusing entirely on the task at hand
- (Positive) **Relationships**
  - Having good social connections
- **Meaning**
  - The need to have a sense of value and worth, finding purpose
- **Accomplishments/Achievement**
  - Of intrinsic goals
  - Setting SMART goals

# SMART Goals:



## Specific

Make your goals specific and narrow for effective planning.

## Measurable

Define what evidence will prove you're making progress.

## Attainable

Make sure you can reasonably accomplish your goal in a given time-frame .

## Relevant

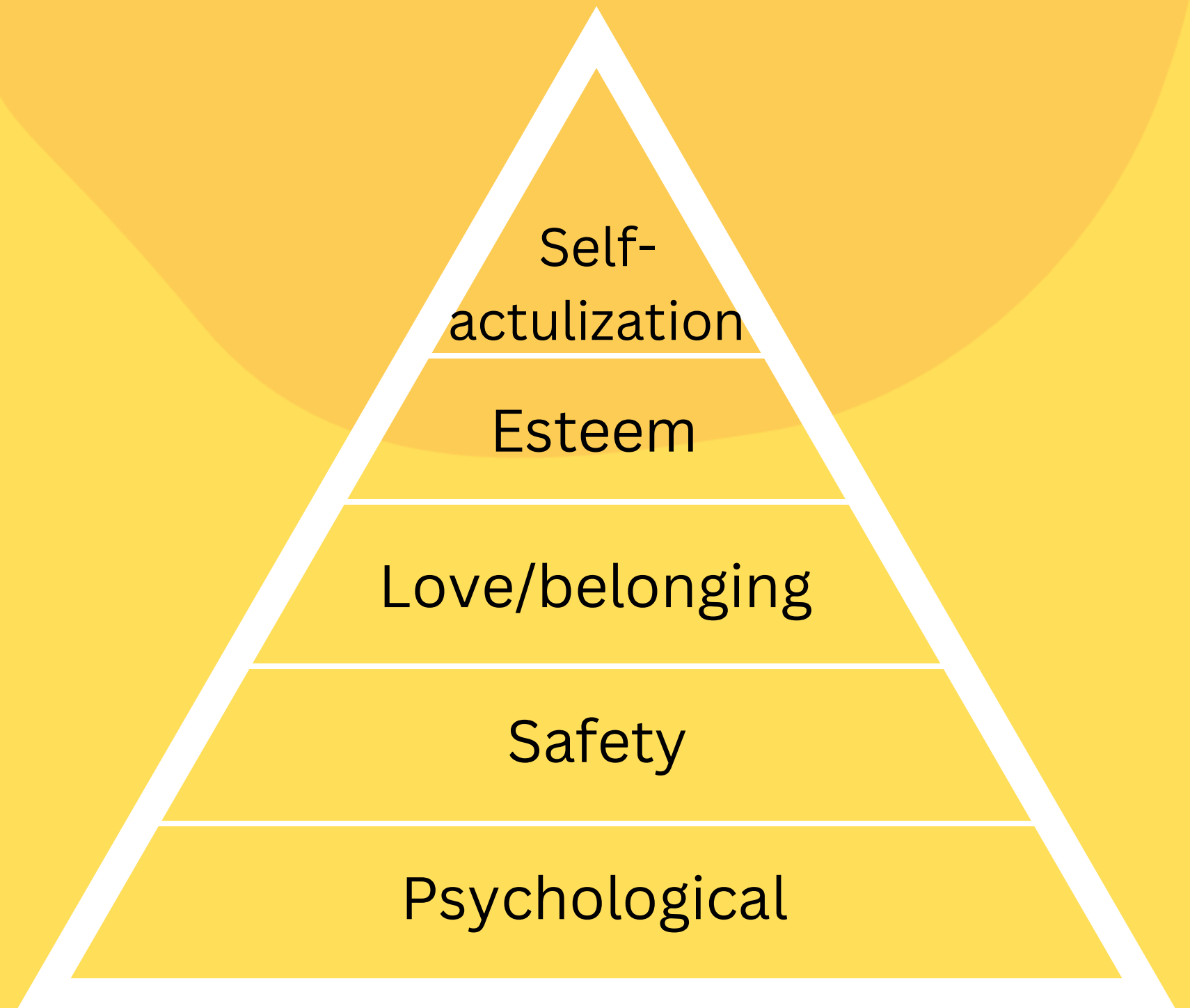
Your goals should align with your values and long-term objectives.

## Time-Bound

Set a realistic end-date for task prioritization and motivation.



Abraham Maslow's description of wellbeing characterized by a self-actualized person in his hierarchy of needs can foreshadow PERMA and flourishing within positive psychology. Self-actualization is when an individual is living to their highest potential. This sense of thriving is also a goal within conflict coaching by developing a client's self-awareness so that they can reach their full potential.



# Happiness and the Future of ADR

## Positive Psychology and Coaching can have impacts within the workplace as studies have found that...



- Positive emotions boost our job performance;
- Positive emotions in the workplace are contagious, which means one positive person or team can have a ripple effect that extends through the entire organization;
- Small, simple actions can have a big impact on our happiness, meaning that it doesn't take much to encourage your workplace to become a happier and more positive place (Kjerulf, 2016).



We can think of our classmates as coworkers in the workplace in terms of group projects. These same impacts of positive psychology through conflict coaching can help when working with others in school.



# Techniques to use in Conflict:

Actively listening and looking out for the non-verbal cues someone may be demonstrating



Being aware of deficits but placing more focus on the clients overall well-being

Developing your own self-awareness/emotional intelligence in order to help other build theirs



Being calm, cool, and collected when any biases you may have are appear

# Happiness and the Future of ADR:

- Positive psych relies on empirical research to understand people and their lives
  - This can relate to having emotional intelligence in the sense that to have empathy you must understand the experiences of others as well as yourself
- “The relationship between positions and interests emphasized in conflict resolution greatly mirrors the relationship between pleasure and meaningfulness examined in the study of happiness—in both cases, the focus is on what lies beneath surface expressions of preference.”
- There is a strong focus in ADR and positive psych on the constructive goals and quality of relational settings.
  - Both place emphasis on exploring the underlying interests



# Key Takeaways:

- ADR professionals must consider a strengths-focused approach when approaching clients conflict
- We must recognize the deficits while emphasizing the positives in order to build improvements within clients conflict management and communication skills
- Happiness and positivity does not necessarily rule out conflict, but it leads to more cooperation within a conflict (mindfulness is key)
- We must obtain the result we desire in an authentic way to measure our subjective well-being and the others
- In the future, it will be helpful to incorporate more elements and techniques of positive psychology in order to better serve clients in conflict resolution or oneself whether its conflict in the workplace, families, or friendships.

For your coaching or conflict needs, check out  
Humber's Conflict Resolution Centre!







Thank you!



# Resources:

- <https://positivepsychology.com/what-is-positive-psychology-definition/#definition-positive-psychology>
- [https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6124958/#:~:text=Positive%20psychology%20is%20an%20umbrella,work%2C%20and%20close%20relationships\).&text=It%20is%20the%20study%20of%20strengths%2C%20assets%2C%20and%20positive%20attributes.](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6124958/#:~:text=Positive%20psychology%20is%20an%20umbrella,work%2C%20and%20close%20relationships).&text=It%20is%20the%20study%20of%20strengths%2C%20assets%2C%20and%20positive%20attributes.)
- <https://positivepsychology.com/perma-model/>
- <https://oscr.umich.edu/article/conflict-coaching#:~:text=Conflict%20Coaching%20is%20a%20one,strengthen%20their%20conflict%20resolution%20skills.>
- <https://www.mentorcoach.com/positive-psychology-coaching/>
- <https://www.frontiersin.org/articles/10.3389/fpsyg.2020.00793/full>
- <https://www.indeed.com/career-advice/career-development/how-to-write-smart-goals>
- <https://law.pepperdine.edu/dispute-resolution-law-journal/issues/volume-twelve/07-pearlstein.pdf>