



Let's listen, talk and move forward

Berkshire & Oxfordshire Mediation Service

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Young People and Family Conflict Coaching

Information for Self-Referrers

About Resolve

Resolve is a mediation and coaching service. We work throughout the UK by video link, but may offer face-to-face meetings for people who live in Berkshire, Oxfordshire and surrounding areas. Our approach is based on many years of experience as a community mediation service working with individuals and families in a wide range of situations and circumstances. Our mediators and coaches are professionally trained to a high standard to be good listeners, empathetic, non-judgmental, open and genuine. Many are parents themselves and many have worked with young people professionally. They are not, however, social workers or mental health professionals.

How conflict coaching can help

At times of stress, it often seems as though family members aren't listening to each other. Conflict coaching aims to find constructive ways of moving through challenging situations to break cycles of conflict. It helps families to draw a line under the past and focus on the future, improve communication and find agreement.

Conflict coaching can help families to:

- Think about what matters to them and what they need.
- Work out what needs to be changed for the better.
- Talk to one another so that everyone gets treated equally.
- Make a realistic plan and agree what is going to be different for the future.
- Develop skills that they will use going forward, both inside and outside the family.

Our approach

Coaches are excellent listeners who are trained to understand family dynamics, tease out personal grievances and explore what conflict-reducing strategies have already been employed. They work one-to-one with individuals exploring existing resources and looking at new ideas for conflict reduction. They ensure that everyone is listened to and respected and they work to balance everyone's needs.

By enabling family members to talk, listen and decide what needs to change, mediators help to empower families to move forward with the tools they need to improve the situation themselves. Almost all families who try conflict coaching see positive improvements.

Whilst there are many situations where we will be able to help those under stress within the family, there will also be situations where we may not be the most appropriate organisation to assist the family, or where other steps need to take precedence over our involvement. Every family is different, so there are no hard and fast rules.

If you still have unanswered questions after reading this information sheet, please get in touch as shown above.

Frequently asked Questions:

In what circumstances can Resolve help?

We may be able to help in the following situations:

- One or more individuals within the family are struggling and need support.
- Relationships are fraught and dysfunctional.
- Behaviours are negative or problematic between some or all individuals.
- There are high levels of anger and emotion.
- Individuals are not coping well with current situations and feel that they, or the situations in the family, are often out of control.

How does it work?

We offer conflict coaching sessions where individuals can talk freely and confidentially to a mediator or pair of mediators. This is normally done through Zoom. Parents can have sessions together or individually, dependent on the family circumstances, and we normally offer up to three one-hour sessions per participating family member. Young people can also have sessions without their parents if they would like someone to listen to them in confidence. On occasion, this may culminate in a face-to-face mediation meeting. Although all of our sessions are confidential, if we feel that anyone's safety is in jeopardy we would need to discuss this and involve other services as necessary and appropriate.

What if we can't talk to one another?

Often it seems like no one is really listening or talking to each other. This can feel incredibly frustrating and hopeless. Mediators can help when things have gone wrong like this to get people talking again and working things out. We can't undo the past but it is possible to draw a line under it and move on.

Mediators are used to talking to families. We seek solutions that everyone feels are fair and workable.

What is the difference between Resolve Coaching and a Family Mediation service?

- Resolve is a charitable service that assists families when they are finding it difficult to communicate with each other and want help in how they improve this. It is aimed at families with children or young people where these difficulties are affecting daily life. We help people find constructive ways forward that are fair to everyone and where everyone has a part in discussion and resolution.
- Resolve is **not** a Family Mediation Service. A Family Mediation Service is a specialist service, regulated by the Family Mediation Council (FMC) which can assist people in the Family Courts. FMC registered mediators assist couples who are separating or divorcing, with issues such as custody of children, and financial arrangements. If you are looking for a mediation service of this type you may find the following link helpful. www.familymediationcouncil.org.uk/.

When can't Resolve help?

We may not be the first or most appropriate agency to help, where any of the following are present:

- Where one or more individuals feels unsafe.
- Where there are issues of domestic violence or abuse.
- Where matters of basic rights are at stake, e.g. personal safety.
- Where police action is already being carried out (although this will be judged on a case-by-case basis).
- Where there is alcohol or substance abuse in one or more individuals.
- Where there is an ongoing pattern of emotional/behavioural concerns in children/ adolescents e.g. nightmares, excessive focus on anxieties, increased aggression, regressive behaviour or self-harm that does not resolve with support, but which may indicate professional help is needed.

Do we have to pay for the conflict coaching service?

Yes, there is a cost involved for families using this service. Our fees are payable in two instalments, and the charging policy that accompanies this information sheet will outline how these are applied. Agreement on payment of fees will be sought at the outset, before any work on the case can begin.