

# Coaching Als Instrument Des Konfliktmanagements In Unternehmen - Katrin Hartung

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Schlagwörter: Konflikt, Coaching, Unternehmen, Eskalationsgrad, Personalentwicklung und -Beratung im Konfliktfall, Konfliktprophylaxe, -eindämmung, -stimulation Die Arbeit beschäftigt sich mit der Personalentwicklungsmethode Coaching und fragt danach, ob diese hilfreiches Werkzeug im Umgang mit Konflikten in Unternehmen sein kann. Zur Klärung dieser Frage werden interessante und aussagekräftige Untersuchungsergebnisse und Literatur zusammengetragen und zusammengefasst. Dazu wird zunächst der Themenkomplex Konflikt genauer betrachtet: dabei sind Beteiligte, Formen, Eskalationsgrade und Manifestationsarten von besonderem Interesse. Es folgt eine differenzierte Erläuterung des Themas Coaching, die die geschichtliche Entwicklung, Methoden und Ansätze in Art und Herkunft, wie auch das formale Setting und die inhaltliche Ausrichtung umfasst. Auch Grenzen und Möglichkeiten dieser Form der berufsbezogenen Beratung werden vorgestellt. Diese beiden Felder werden im Weiteren aufeinander bezogen: Wie kann ein Coaching im Konfliktfall formal und inhaltlich ausgerichtet sein und praktisch aussehen? Dazu werden Instrumente, wie Checklisten oder ein Inventar zur Messung des Eskalationsgrades, vorgestellt. Von Interesse ist auch, welche Ziele und damit abgeleitete Strategien und praktisches Vorgehen ein Coaching im Konfliktfall haben kann. Es werden Konfliktprophylaxe, Konflikteindämmung und -Bewältigung sowie ein Coaching zur Konfliktstimulation betrachtet. Zuletzt werden andere mögliche Instrumente des Konfliktmanagements dargelegt und in einer Zusammenfassung und einem Ausblick weitere Entwicklungen antizipiert und kritisch beleuchtet. Author: Hartung, Katrin Publisher: GRIN Verlag Illustration: N Language: GER Title: Coaching als Instrument des Konfliktmanagements in Unternehmen Pages: 00034 (Encrypted PDF) On Sale: 2007-01-01 SKU-13/ISBN: 9783638720663 Category: Psychology : General

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