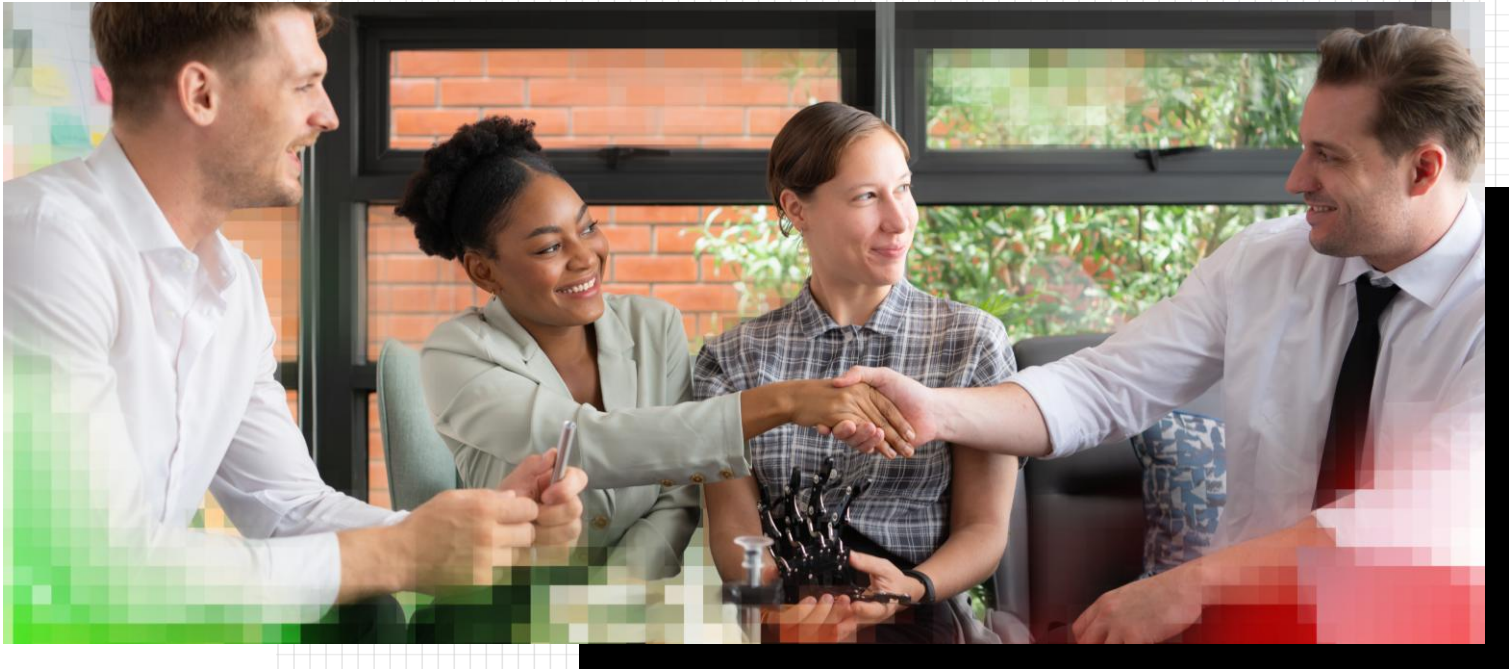


# ReSolve

Monahan Corless  
Resolution Intelligence  
Style Indicator



## **Resolution Intelligence™ (RI) Coach Accreditation**

We define **Resolution Intelligence™ (RI)** as the ability and willingness to navigate conflict toward optimal resolution with authenticity, skill and contextual awareness. It shifts the paradigm from *conflict management* to *conflict transformation* — from seeing disagreement as a threat towards an opportunity to see it as raw material for progress. It provides us an understanding of the conflict resolution bandwidth we have and how we can extend our resolution competence in this crucial life capacity.

# About the Accredited Training

The **RI Coach Training Programme** is an accredited, practice-based pathway that equips professionals to deliver **Resolution Intelligence™** reports and workshops while embedding resolution competence across teams and organisations.

Participants will deepen their knowledge of resolution orientations and styles, gain the skills to debrief reports and facilitate workshops with confidence, and graduate as accredited **Resolution Intelligence™** coach, ready to drive lasting cultural impact.

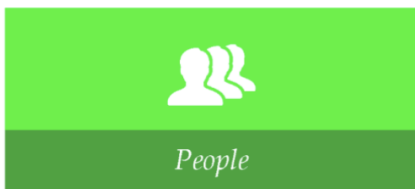
This programme is designed for professionals who want to strengthen their ability to navigate and transform conflict. It is a **live online two day programme** with augmented learning offline with a focus on you developing your accreditation and adding this to your professional portfolio. A unique online **Course Participant Members Area** gives you ongoing access to tools and resources as you build your offering and impact in this area of your work.



**Build capability, gain credibility, and join the ReSolve network to benefit from the collective insights of our community of practitioners.**

# Content Overview

- Deepen your knowledge of the People, Process, and Progress orientations.
- Expand your understanding of six resolution styles and how to apply them.
- Train you to interpret and debrief reports; individually and in a group setting.
- Develop your ability to facilitate **Resolution Intelligence™** workshops.
- Strengthen your skills in creating safe environments for constructive conversations.
- Provide supervised practice through role plays, simulations, and case studies.
- Equip you with ethical and professional standards for facilitation.
- Qualify you as an accredited **Resolution Intelligence™** Coach and become a member of the ReSolve network to benefit from the collective insights of our community of practitioners.



## This programme is designed for

- HR and Organisational Development professionals
- Coaches, mediators, and facilitators
- Leadership development and team coaching practitioners
- Negotiation experts
- Consultants and trusted advisors supporting leadership and teams
- Managers and people leaders responsible for culture and performance

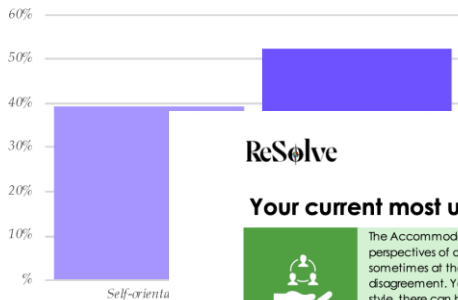
Evidence of prior relevant learning may be required

## ReSolve

RESOLUTION INTELLIGENCE™ ASSESSMENT REPORT

### Self-focus versus focus on others in conflict resolution situations

We explored how people balance their own needs with those of others. Self-focus is when you center on your personal goals and outcomes, sometimes putting your needs first, which can be important when you need to advocate for yourself. However, when overused, this can make collaboration more difficult and leave others feeling unheard. Conversely, other-focus is about placing importance on the needs and perspectives of others, which can foster empathy and lead to more cooperative, win-win solutions. While this strengthens relationships, it's important to recognise that too much focus on others can sometimes mean your own needs are overlooked. Understanding where you fall in this balance can offer valuable insight into how you navigate conflict and work towards meaningful, effective resolutions.



Based on your assessment rest of others in conflict situations seek to maintain harmony by can help foster collaboration this approach can also mean process. You may avoid nece lead to unresolved issues over considerate, it's important to overlooked, as this can affect

### Active Team Participation

Evidence from Harvard Business Review (Pentland, 2012) shows that active participation in communication is a strong predictor of team success. Teams that engage with high energy, curiosity, and consistent interaction tend to resolve conflict more effectively and perform better overall. Active participation helps ensure all voices are heard, fostering trust and collaboration.

That said, being more passive in conflict isn't always a drawback. Sometimes, holding back allows space for reflection or supports others to speak up. What matters most is understanding where you naturally sit on the active/passive spectrum. This awareness enables you to flex your style as needed, which can lead to more thoughtful and effective conflict resolution.

#### How actively did you participate in the conflict situation you reflected on?

When you completed the ReSolve assessment, you were invited to think about a specific conflict situation. Based on your responses, this is where you placed on the Active/Passive spectrum: where 0 represents the most passive approach and 100 represents the most active.

## ReSolve

RESOLUTION INTELLIGENCE™ ASSESSMENT REPORT

### Your current most underused ReSolve style



The Accommodator style is least present in your conflict resolution approach. This means that you may find it difficult to prioritise the needs, concerns, or perspectives of others. Rather than creating a sense of psychological safety or shared understanding, you may tend to focus on your own viewpoint or goals, sometimes at the cost of relationships. This absence can make it harder for others to feel heard, valued, or respected in moments of tension or disagreement. You might unintentionally miss opportunities to build trust and goodwill by not acknowledging what matters most to others. Without this style, there can be a lack of emotional warmth or generosity, which can prevent you from diffusing tension in collaborative ways. Others may experience you as dismissive or overly transactional. This can reduce the chances of long-term buy-in or mutual commitment to solutions. The de-escalating power of the Accommodator – which can be crucial for finding sustainable resolutions – is missing, and the result may be either ongoing conflict or a fragile resolution that does not feel inclusive. You may benefit from pausing to genuinely consider what is important to others, beyond just hearing their words. Practising empathy and creating space for others' views to be expressed and integrated may feel uncomfortable at first, but it can transform your ability to resolve issues in a way that builds deeper relationships and shared ownership of outcomes.

#### Practical prompts to strengthen your weakest ReSolve style:

- ✦ Practice expressing your own needs clearly, even when it feels uncomfortable.
- ✦ Set boundaries gently. Your needs matter as much as others'.
- ✦ Aim for mutual outcomes by balancing empathy with self-advocacy.
- ✦ Invite feedback and reflect on whether you're over-accommodating at times.
- ✦ Keep building trust through openness, but check in with your own priorities too.

### Coaching Questions & Reflection

#### Coaching questions for your strongest ReSolve styles:

1. How do these narratives align with how you see yourself? Where are they wrong?
2. How do these narratives describe, affirm, surprise, or challenge you?
3. If you refer to your standard deviation for your strongest styles (Page 4), what patterns do you notice in your conflict resolution style, and how can you use your pattern of consistency to your advantage in resolving conflict more efficiently?

#### Self-Reflection Prompts

##### OVERALL SHINE (STRENGTHS) OF YOUR RESOLVE PROFILE

1. What strengths do I naturally bring to conflict resolution?
2. How do these strengths help me navigate difficult conversations?
3. Dazzle: When have I felt most effective in handling conflict? What contributed to that?

##### OVERALL SHADOW (CHALLENGES) OF YOUR RESOLVE PROFILE

1. What challenges or blind spots might I have when resolving conflict?
2. How do my challenges impact my ability to find resolution?
3. Darkness: Have there been times when my behaviour in conflict became problematic? What happened?

##### STRETCH: DEVELOPMENTAL NEXT STEPS

1. Does your approach need changing in the context you were thinking of, and is there something you 1) will do differently?

Confidential: This document contains personal information and the model is the intellectual property of Monahan Corless Resolution Intelligence™

- The creators of the **Resolution Intelligence™** framework have over 70 years combined experience in conflict resolution, coaching, facilitation & behavioural diagnostic building.
- This is an international team of experts with deep practitioner experience in a wide range of contexts at individual, team and organizational levels.
- This team will be facilitating this unique professional development programme ensuring you are fully equipped to utilize this framework in your own professional practice.
- Visit **www.resolution-intelligence.com** for further details on the team.
- CPD points in various professional settings are available for this training.

# Programme Booking

To reserve your spot, please complete the booking form on the following link:

[\*\*BOOK HERE\*\*](#)

**Next Dates 2026:**

**March 23/24 – Fully booked**

**June 22/23 Places available**



## Payment Details

Full programme fee to include an allocation of reduced cost ReSolve reports for your own business **€1935**

Invoice with EFT details supplied

Credit card payments also available  
plus 2.75% service fee (SumUp)

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