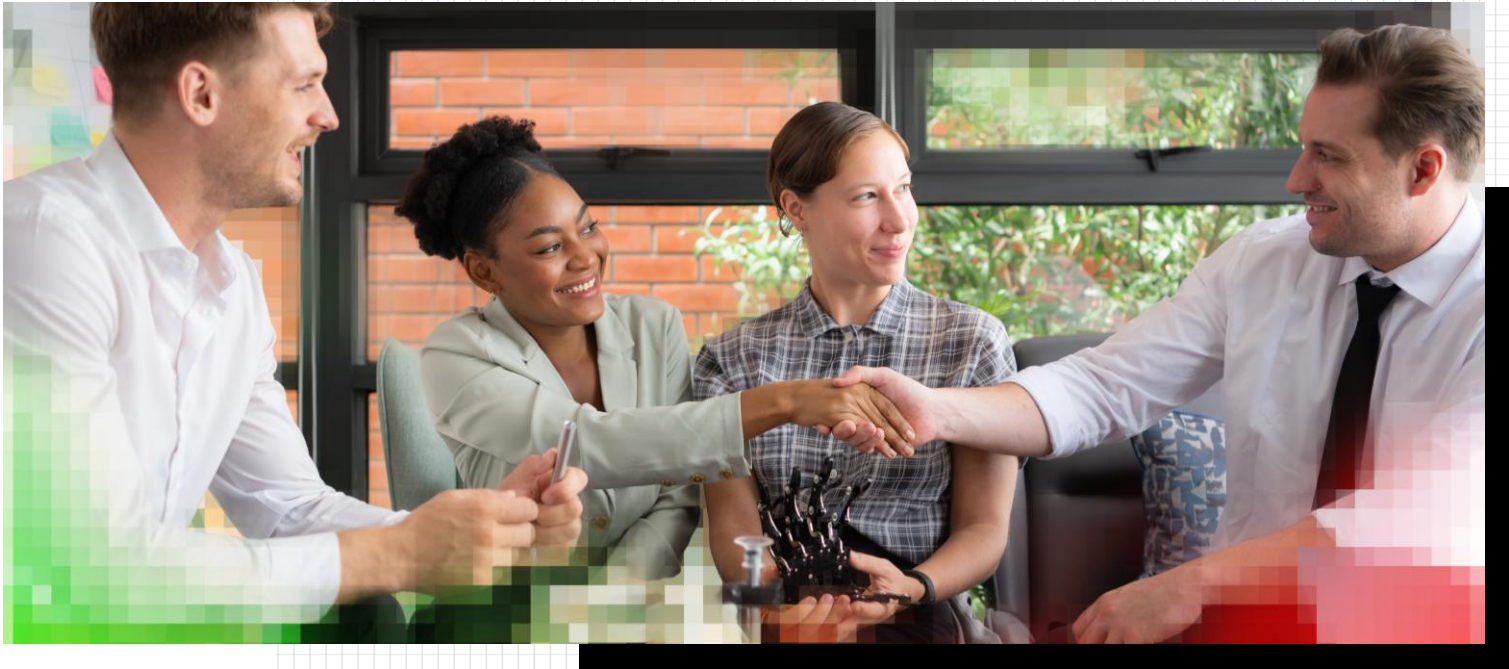


ReSolve

Monahan Corless
Resolution Intelligence
Style Indicator



Resolution Intelligence™ (RI) Coach Accreditation

***Next Dates:
5th & 6th November 2026
(online)***



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.

Now Recognised by the International Coaching Federation (ICF)

Resolution Intelligence™ Coach Accreditation Programme 26.5 Continuing Coach Education (CCE) Hours

**Programme Hours: Core Competencies 18 | Resource Development 8.5
Total 26.5**

This programme provides training in a coaching approach to understanding conflict and its resolution.

Understanding key concepts of Resolution Intelligence and utilising the resolution styles framework for your coaching practice. Participants will be trained in use of the Monahan Corless Resolution Styles Indicator.

This behavioural assessment has been developed over years, capturing both deep research and the real world conflict resolution experience.

This assessment and coaching approach is:

- Underpinned with coaching competencies, mediation and conflict resolution principles
- The result of expertise, experience and research in the field
- Offering real world applications at individual, leadership, team and organisational levels
- Creates opportunities for enhancing client self-awareness for navigating conflict both with self and others
- Providing unique insights into the orientations and styles of Resolution Intelligence

Click on link to go directly to ICF CCE page [ICF CCE Weblink](#)



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Further to this, coach participants will also gain insight into:

- Overcoming limiting beliefs when approaching conflict
- Navigating conflict through the orientations of People, Process and Progress
- Preparing for Breakthrough Conversations
- Gaining deep understanding of the 6 resolution styles – Accommodator, Collaborator, Facilitator, Negotiator, Fixer and Driver
- Expanding the range of option development in the conflict resolution space
- Applying advanced listening, reframing and conflict resolution skills
- Personal development approaches – Shine, Shadow and Stretch
- Innovating problem solving skills specific to the conflict resolution context
- Managing a range of responses to the behavioural assessment – emotional and intellectual
- The ability to empower the autonomy of the client
- Goal setting, action and scenario planning approaches



Recognised by the Mediators' Institute of Ireland for Continuing Professional Development

The Resolution Intelligence™ Coach Accreditation Programme is recognised by the Mediators' Institute of Ireland (MII) for Continuing Professional Development (CPD) purposes.

Designed as specialist training for professionals working in mediation, coaching, facilitation, leadership and conflict resolution, the programme provides an opportunity to deepen knowledge and practical capability in navigating and transforming conflict.

Participants develop their understanding of Resolution Intelligence™, including resolution orientations and styles, while building practical skills to interpret and debrief ReSolve Reports and facilitate Resolution Intelligence™ workshops with individuals, teams and organisations.

The programme provides MII members with an opportunity to enhance their professional practice and contribute to their ongoing Continuing Professional Development.

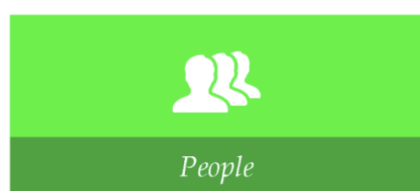
View the Resolution Intelligence™ Coach Accreditation Programme on the MII website.

[Click Here](#)



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

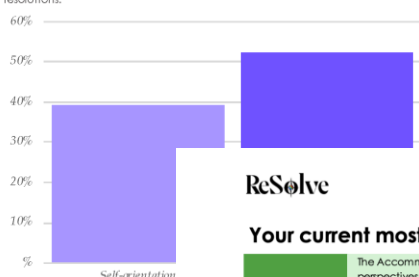
Report

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 results, of others in conflict situations. You seek to maintain harmony by first can help foster collaboration and this approach can also mean the process. You may avoid necessary lead to unresolved issues over time considerate, it's important to strike overlooked, as this can affect you.

Conf

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.

This score gives insight into how you tend to show up in conflict: whether you prefer to take the lead and drive resolution, or whether you hold back to create space or avoid escalating tension. Neither end of the spectrum is inherently right or wrong, what matters is

RESOLUTION INTELLIGENCE™ ASSESSMENT REPORT

ReSolve

Your current most underused ReSolve style



Accommodator

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 behaviours 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 I] 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.

Testimonials

“Completing the Resolution Intelligence Accredited Coach Programme was a very enriching learning experience. The programme was expertly organised by Fiona and delivered by Luke, William and James, with great opportunities for shared learning in breakout sessions. The programme helped me to deepen my skills as a mediator and facilitator in approaching conflict resolution as an opportunity for meaningful change and navigating difference and disagreement through a broad conflict resolution bandwidth.”

Sile O'Donnell FCIPD, HR and OD Consultant

"I found the ReSolve course extremely worthwhile and it gave me a fresh perspective on how people understand and respond to conflict. What stood out for me was seeing how the reports can open up meaningful conversations and help people reflect on their own approach to conflict. Coming from a mediation and restorative practice background, I can see real value in ReSolve as a tool that can complement and strengthen the work we already do. The course has definitely left me interested in developing my understanding and use of the approach further.”

**Mickey Anderson, STARS Co-ordinator,
Community Restorative Justice Ireland**

Testimonials

“This programme gave language and structure to the coaching work I’d long done by instinct, providing a precise, non-judgemental way of naming how people move into conflict. What I’ve valued most is learning to read orientation before style and using ReSolve to help the client arrive there themselves. I leave with a more rigorous, repeatable way of doing work I already loved, at a scale my instinct alone could never reach.

Thank you, Luke, William, and James, for building something this good.

This programme has already changed how my clients experience their own conflict patterns, not as vague personality feedback, but as something precise enough to act on immediately. One executive left a session with a concrete commitment to step back from running every meeting himself; another identified, unprompted, a structural shift to build deliberate consultation into how she runs initiatives. In both cases, the insight came from them, not from me telling them. My role was simply to hold a structure precise enough that they could find the insight themselves using ReSolve.”

Paula Milligan, Founder & Managing Director

<https://resolution-intelligence.com/testimonials/>

Programme Booking

To reserve your place on an upcoming Resolution Intelligence™ Coach Accreditation Programme, please complete our booking form using the link below:

[BOOK HERE](#)

Upcoming Programme Dates

5 & 6 November 2026

1 & 2 March 2027

11 & 12 May 2027

20 & 21 September 2027

22 & 23 November 2027

Payment Details

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

Preferential programme rates are available for ICF, MII, IMI, IPMO members, and Mediation Foundation of Ireland trained mediators. Please enquire for details.

Invoices are issued with EFT payment details provided. Credit card payment is also available, subject to applicable processing fees.

Fiona Farrell, Programme Manager

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