



Conflict Coaching Proposal and Agreement

Thank you for your interest in Conflict Coaching. You have requested that _____, with Crossroads Resolution Group, LLC, provide you with conflict coaching. Conflict coaching and Biblical Counsel are a part of a Conciliation process. Our goal is to help people resolve conflicts in a cooperative rather than an adversarial manner. You may seek only Conflict Coaching (service described below) as a subset of conciliation processes offered. This agreement is for conflict coaching services only. The conciliation process is based on biblical principles that promote understanding, personal responsibility, justice, and reconciliation. We are happy to serve anyone, regardless of their religious convictions, provided they are willing to respect the Christian principles underlying the conciliation process.

Description of Services—We offer a variety of assistance to organizations and individuals in conflict. We provide conflict coaching, mediation, consulting, and written resources to help individuals as well as organizations and their leaders to explore ways to resolve disputes personally and privately.

Conflict coaching and biblical counsel (which is the subject of this proposal) is provided to individuals and is not licensed or professional counseling. The immediate goal of conflict coaching and biblical counseling is to help people gain insight into their situation and life considering God's Word and His purposes. In order to address root problems, we help individuals identify and attend to their heart issues in a safe and supportive environment. Redemptive counsel may include both words of compassion and loving confrontation in an atmosphere of trust, encouragement and respect. The goal of biblical counseling is to help others grow in faith, knowledge, and love for Jesus Christ as He increasingly transforms them into His likeness.

Biblical Basis— We believe that the Bible provides thorough guidance and instruction for faith and life. Therefore, we base our services on scriptural principles. **The basis and guidelines for our services can be reviewed at our [web page](#) and are provided pursuant to [The Rules of Procedure for Christian Conciliation](#) contained in the [Handbook for Christian Conciliation](#) at pages 18 – 30.**

Not Legal Representation— Conflict coaches and conciliators do not represent one person against another. We work with and for all the people conflicted or in

a conflict with one another. We do not provide the kind of legal advice and advocacy you would obtain if they hired a personal attorney.

Our Commitment to Confidentiality – Confidentiality is an important aspect of conflict coaching. We will carefully guard the information you entrust to us. However, there are times when we are legally required and/or biblically obligated to share information with others. Such exceptions to confidentiality include, but are not limited to, situations where:

- We are informed of alleged or suspected child or elder abuse or neglect committed by or experienced by the client or by a specifically identified individual;
- The client is a perceived threat to themselves or others;
- The conciliator is subpoenaed and ordered by a judge to testify or release client information;
- A parent or legal guardian of an individual under the age of 18 requests information about the child; and/or
- We discern the need to discuss a client's situation with their denominational and/or churches' governing elders/pastors for the purposes of providing pastoral assistance.

In these situations, we make our best effort to help our clients act according to what we understand to be in their best interests. Where possible, we attempt to discuss the situation with our clients and obtain informed consent to release information before any action is taken. We may also confidentially consult with appropriate professional colleagues to seek greater wisdom to provide our clients with the best possible counsel.

If any of the above communications are necessary, we will advise you in advance.

Compensation - We agree to compensate the conciliator by paying an initial administrative fee of \$200.00 which is paid upon signing this agreement and shall not be refundable. We agree to pay the conciliator for his/her services as the rate of \$150 per hour. The conciliator will meet with us, in person or by phone, for individual conflict coaching.

We have agreed to an estimated amount of time for conflict coaching of _____ hours. We agree to pay a retainer equal to \$_____ for the _____ hours conflict coaching to be paid not less the ___ days prior to the first scheduled coaching session. Any unused fees will be refunded to the parties. Any additional time will be paid by agreement, at the rate set forth above.

CRG Accountability and Conflict Resolution – Crossroads Resolution Group, LLC and its conciliators desire and agree to discuss any complaint or concern a party may have with the services provided under this agreement. Crossroads Resolution Group, LLC and its conciliators are [Certified Relational Wisdom Relational Conciliators](#). This certification is conferred by [Relational Wisdom 360](#). Pursuant to such certification, CRG and its conciliators have agreed to adhere to the [Standards of Conduct for Christian Conciliators](#). CRG conciliators are also certified by [The Institute for Christian Conciliation](#).

CRG and its conciliators have placed themselves under the accountability of Relational Wisdom 360. As part of such accountability, if a party cannot successfully resolve its concerns directly with CRG and its conciliators, the party may submit a written grievance against CRG or its conciliators with [Relational Wisdom 360](#) and/or with [The Institute for Christian Conciliation](#).

The parties also agree that in the event any claim is asserted under this agreement related to the services provided by CRG, such claim will be resolved by mediation or arbitration conducted pursuant to the [Rules of Procedure for Christian Conciliation](#), with mediators or arbitrators who are certified as Christian conciliators, selected by the parties by mutual agreement or selected by [Relational Wisdom 360](#) and/or [The Institute for Christian Conciliation](#).

The parties understand that these methods shall be the sole remedy, except for the accountability provisions stated above, for any controversy or claim arising out of this agreement and expressly waive their right to file a lawsuit in any civil court against one another for such disputes, except to enforce an arbitration decision.

If you have any questions about these terms, please call David Schlachter at (503) 764-9254. Forward the signed agreement and retainer check, payable to Crossroads Resolution Group, LLC to 2030 NE Holman St., Portland, Oregon 97211. Copies can be emailed to david@crossroadsresolution.com. If these terms are acceptable to you, please sign below.

Signed _____

Date _____

Print Name _____

Phone _____

Organization Name

Position _____

Crossroads Resolution Group, LLC

By: