



CONFLICT RESOLUTION

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- RECOGNIZE THE CONFLICT
- DIFFUSING THE TIME BOMB - HOW IS IT DONE?
- SHARPEN YOUR SKILLS - WHAT SKILLS ARE NEEDED?

What Types of Conflict?

- Pre-existing (carry over from previous contest)
- Spontaneous Reaction - reaction in a critical time in the contest
- Cumulative Response - series of calls or bad breaks that do not favor one team

RESOLVING CONFLICT

- APPROACH THE CONFLICT COLLABORATIVELY - WORK WITH COACHES AND/OR YOUR PARTNER(S)
- SIMPLE COMMUNICATION IS AT THE HEART OF CONFLICT RESOLUTION
- WITH EVERY CONFLICT - IT'S A MATTER OF LISTENING AND SEEKING TO UNDERSTAND THE PROBLEM
- MUST BE DONE WITHIN THE FRAMEWORK OF THE CONTEST

KEY COMPONENTS IN RESOLVING CONFLICT

- GREAT LISTENING SKILLS
- FLEXIBILITY
- WILLINGNESS TO CHANGE
- AGREE TO DISAGREE

LISTENING SKILLS

- MAINTAIN EYE CONTACT
- DO NOT INTERRUPT - LET THEM FINISH
- GOOD POSTURE - MAINTAIN A NON-THREATENING POSITION
- MENTALLY REHEARSE SITUATIONS YOU MIGHT BECOME EMOTIONAL IN

FLEXIBILITY

- BE ABLE TO ADJUST TO ANY SITUATION
- DO NOT TRY TO HANDLE THE SITUATION ALONE - USE YOUR PARTNER(S)
- UNDERSTAND YOU ARE NOT GOING TO PLEASE EVERYONE - AGREE TO DISAGREE - THIS IS A TWO WAY STREET, BUT THE OFFICIAL HAS FINAL SAY

WILLINGNESS TO CHANGE

- GET THE CALL RIGHT - USE YOUR PARTNER(S)
- IF CHANGE IS NECESSARY - MAKE THE CHANGE
- SUPPORT YOUR PARTNER(S) - YOU ARE A **TEAM**
- UNDERSTAND THE PSYCHOLOGY OF COACHES AND WHAT MOTIVATES THEM - COMMUNICATE WITH THEM - KNOW YOUR COACH

FORMAL CONFLICT

- CONTEST WILL TEMPORARILY BE STOPPED
- YOU WILL BE DIRECTLY CONFRONTED BY THE COACH. YOU MUST EVALUATE COACH'S DEGREE OF INTENSITY. LISTEN, BE FLEXIBLE, EVALUATE THE SITUATION AND MAKE CHANGE IF NECESSARY
- HELP YOUR PARTNER WITH POSITIVE INFORMATION - LET PARTNER MAKE THE CALL

FORMAL CONFLICT

- DEFUSE THE SITUATION - DO NOT ABUSE IT - GET EVERYONE CALMED DOWN IF POSSIBLE
- ESTABLISH YOUR COMFORT ZONE AND AVOID LETTING A COACH INTO YOUR ZONE OF COMFORT
- DO NOT LOSE YOUR COMPOSURE - THIS IS INEXCUSABLE

FORMAL CONFLICT

- ALWAYS DISPLAY PROPER PHYSICAL DEMEANOR
- GOOD EYE CONTACT
- PROPER POSTURE
- LISTEN RATHER THAN CHALLENGE
- GIVE QUICK PRECISE EXPLANATION AND MOVE FORWARD

FORMAL CONFLICT

- CLOSE THE SITUATION AS RAPIDLY AS POSSIBLE
- YOU CAN USE THE FOLLOWING: "COACH, I SAW IT DIFFERENTLY THAN THAT"
- "WE NEED TO GET BACK TO THE CONTEST"
- REMEMBER DEFUSE RATHER THAN ABUSE

FORMAL CONFLICT

- IF CONFLICT CONTINUES, GIVE THEM ONE LAST FORMAL WARNING
- IF CONFLICT CONTINUES, ADMINISTER THE APPROPRIATE PENALTY AND RESTART THE CONTEST AS SOON AS POSSIBLE
- SERVE AS BUFFER FOR YOUR PARTNER

NECESSARY CHANGE

- IF THE OFFICIAL IS IN ERROR, MAKE THE NECESSARY CHANGE
- EXPLAIN TO THE OPPOSING COACH AND CAPTAIN(S) THE SITUATION AND THE CHANGE
- GET THE CONTEST STARTED AS QUICKLY AS POSSIBLE

REVIEW

- KEEP ONE'S COMPOSURE
- EVALUATE THE CONFLICT
- ESTABLISH YOUR COMFORT ZONE
- MUST HAVE GOOD LISTENING SKILLS, BE FLEXIBLE AND A WILLINGNESS TO CHANGE IF WRONG
- USE SIMPLE COMMUNICATION TO KEEP A SITUATION FROM ESCALATING

REVIEW

- REVIEW CONCERNS TO SEE IF CHANGE IS NECESSARY
- USE YOUR PARTNER(S) AS MUCH AS POSSIBLE
- APPROACH A PROBLEM COLLABORATIVELY
- ADMINISTER PENALTY IF NECESSARY - GET CONTEST STARTED AS SOON AS POSSIBLE

