



CONFLICT RESOLUTION



CONFLICT RESOLUTION

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



WHAT IS CONFLICT?

- DIRECT OPPOSITION, A CLASH OR DISAGREEMENT BETWEEN PEOPLE
- CONFLICTS ARE EXPERIENCED AT HOME, WORK, SOCIAL RECREATION AND OFFICIATING A CONTEST
- AS LONG AS YOU HAVE PEOPLE DEALING WITH PEOPLE, MAKING DECISIONS OR MEETING DEADLINES - YOU WILL HAVE CONFLICT



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

- FOR YEARS PEOPLE IN AUTHORITY JUST TOLD OTHERS WHAT TO DO
- NOW, PEOPLE WANT TO BE HEARD AND HAVE A SAY IN WHAT IS HAPPENING
- THEREFORE, COMMUNICATION BECOMES VERY IMPORTANT IN RESOLVING CONFLICT



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



LEVELS OF CONFLICT

- **INFORMAL** - MORE OFTEN HANDLED QUICKLY, LESS NOTICEABLE BY OTHERS - QUICK COMMENTS TO COACHES AND PARTICIPANTS
- **FORMAL** - NEEDS MORE ATTENTION MORE SKILLS NECESSARY TO RESOLVE OR UNDERSTAND WHAT THE COACH, PLAYER OR OFFICIAL HAS HEARD OR SEEN



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



DEFUSING THE SITUATION

INFORMAL CONFLICTS:

- NORMAL CONTEST SITUATIONS WILL NOT BE STOPPED
- USE VISUAL ACKNOWLEDGMENT WITH COACH OR PARTICIPANTS
- DIRECT EYE CONTACT OR USE CAUTION SIGN.



INFORMAL CONFLICT

- USE SHORT VERBAL EXPLANATION
- “I HEAR YOU, I WILL WATCH FOR THAT”
- “I SAW IT DIFFERENTLY THAN THAT”
- USE HUMOR ONLY WHEN APPROPRIATE - TIMING IS OF THE UTMOST IMPORTANCE WITH HUMOR
- MOST OF ALL - KNOW YOUR AUDIENCE



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 - OR ADMINISTER YELLOW CARD IN VOLLEYBALL
- 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