MANAGING CONFLICT

Natural Occurrence in Sport

We are all Experienced

Coaches Manage Conflict

Tap into Prior Knowledge

Conflict
Learning Outcomes

- Identify Common Sources of Conflict in Sport
- Take Steps To Prevent and Resolve Conflict
- Listen and Speak For Yourself In Conflict
Look For These Symbols

Reference Material
pages 1-2

Coach Workbook
pages 1-3
MANAGING CONFLICT

The Five NCCP Core Competencies

Valuing
Problem-solving
Interacting
Leading
Critical Thinking
Workshop Topics

• What is conflict?
• Identifying sources of conflict in sport;
• Approaches to managing conflict;
• Communication skills for conflict management;
• CSI (Conflict in Sport Investigation);
• Preventing conflict.
What is Conflict?

Conflict is like……..
What is Conflict?

• It does not have to be a contest;
• Conflict can lead to a positive outcome;
• You need a skill base to manage conflict;
• How **YOU** respond influences the outcome.
Identifying Sources of Conflict in Sport

• 3.1 Potential Sources of Conflict in Sport
Levels and Multipliers of Conflict

• There are different levels of conflict;
• There are certain factors that make it harder to resolve conflict.
Levels and Multipliers of Conflict

- 3.1.3 and 3.1.4
Identifying Sources of Conflict

• Conflicts take place on more than one level and have more than one multiplier;

• Conflicts that involve values are the most complicated;

• Search for lower areas (i.e. facts) that will allow you to move forward.
Approaches to Managing Conflict

1. 4.1 “My Preferred Approach to Managing Conflict Survey”: pages 8-11 of Coach Workbook;

2. Score the survey;

3. Read Reference Material pages 11-16;

4. Complete activity 4.2 on page 12 of your Coach Workbook on your own or in small groups.
Expanding Your Approach to Managing Conflict

4.3.1

What is the most appropriate application / situation for the approach your group was given?

p. 14-16  p. 13
Expanding Your Approach to Managing Conflict

- Different situations call for different tools;
- Select an approach intentionally;
- Do not always resort to comfort zones.
How Am I Doing?

- Relate your learning to the five NCCP core competencies:
  - Problem-solving
  - Valuing
  - Critical Thinking
  - Leading
  - Interacting

p. 14-15
Section 6: Communication Skills for Conflict Management
6.1 Listening Effectively in Conflict

1. Guidelines for role **PLAY**

2. Observer’s Checklist

3. Scenario
Role **PLAY**

**PROCESS**

- Prepare: 1 minute
- Role Play: 2-3 minutes
- Speaker: 1 minute
- Listener: 1 minute
- Observer: 1-2 minutes
6.2 Speaking for Yourself in Conflict
MANAGING CONFLICT

Speaking For Yourself in Conflict

SCRIPT:

1. State the facts;
2. State how you feel about the facts;
3. State the thinking that underlies your feelings;
4. Invite the other person to state his or her point of view.

Always use “I” statements

p. 20-21
6.3 Dealing with Difficult People
Dealing with Difficult People

The two most difficult behaviours are:

– Aggressive or
– Passive Aggressive

Coaches must:

– Avoid the Conflict or
– Take the Competitive Approach
COMMUNICATION

• Communication is the key to conflict;

• Speak purposefully and for yourself to balance needs;

• Listen to show respect.
Section 7:
CSI
(Conflict in Sport Investigation)

p. 22-27
p. 23-24
CSI

Use the scenario presented to solve the conflict based on your learnings in this module.

- 7.1 Sources of Conflict
- 7.2 Options for Resolution
- 7.3 Action Plan
Concussion Education
Further training at coach.ca
Preventing Conflict

• 8.1 Case Studies in Preventing Conflict

• 8.2 The Case Study Worksheet
How Am I Doing?

• Relate your learning to the five NCCP core competencies:
  – Problem-solving
  – Valuing
  – Critical Thinking
  – Leading
  – Interacting

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Resources

Coaching Association of Canada: www.coach.ca

Managing Conflict

Reference Material
Managing Conflict