

Conflict

Conflict is a part of discord caused by the actual or perceived opposition of needs, values and interests.



Resolution

Conflict resolution is a range of processes aimed at alleviating or eliminating sources of conflict.



Resolution

One size doesn't fit all.

Guidelines apply to all.



Resolution

Alleviating or Eliminating: Sometimes you can't eliminate so you have to – **Make it manageable**



Types of Conflict?

Conflict can be either physical or verbal and can be between different people.



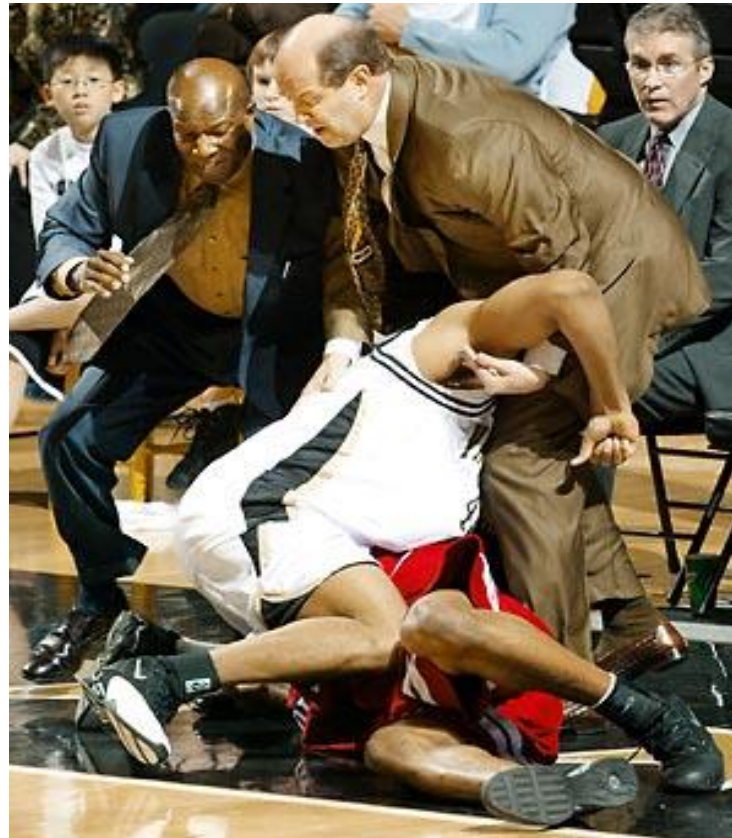
Conflict

A conflict can be internal (within oneself)



Conflict

External (between two individuals).



Conflict

Or maybe more



Aftermath

May not be pretty!



Conflict Between

Coach and Table.

Picture Not Available

Yet!

Conflict

Coach and Player



Conflict

Players



Conflict

Player and Referee



Getty Images

Conflict

Coach and Coach



Conflict

Coach and Referee



Conflict

Player and Crowd

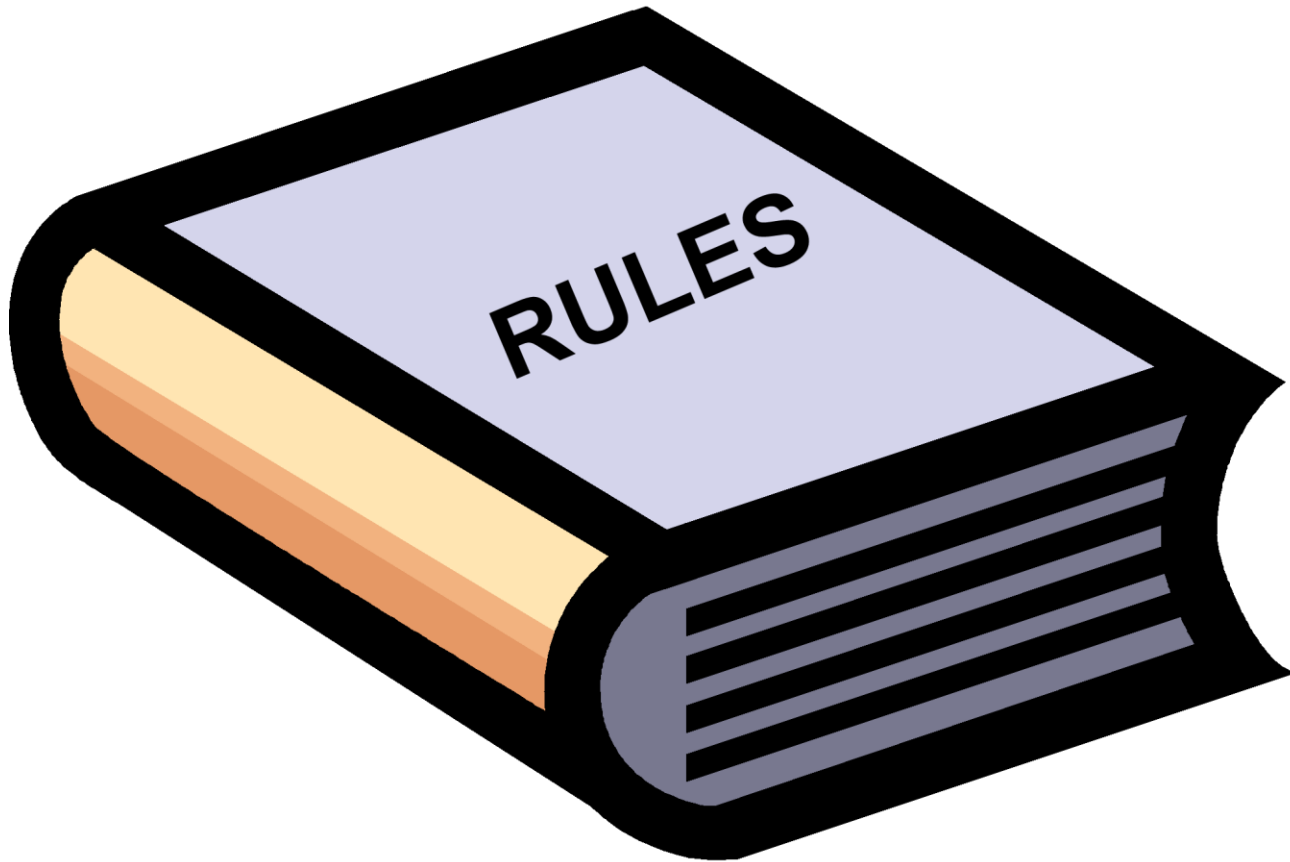


What are the causes of conflict?

Fouls – Excessive Force



Poor Knowledge of the Rules

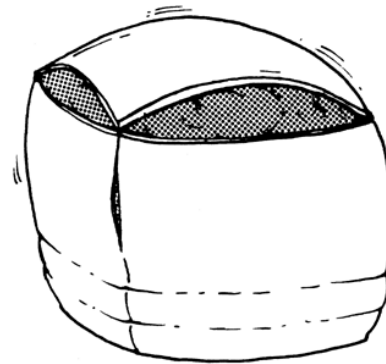
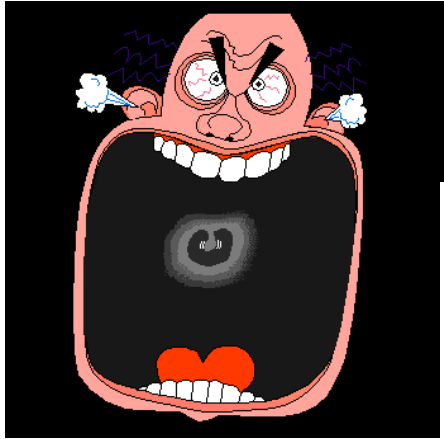


Poor/Perceived Poor Decisions



GETTY IMAGES

Emotions



Tools

What tools do we have available to help us deal with and avoid conflict



Pre Match Conference

Whistle



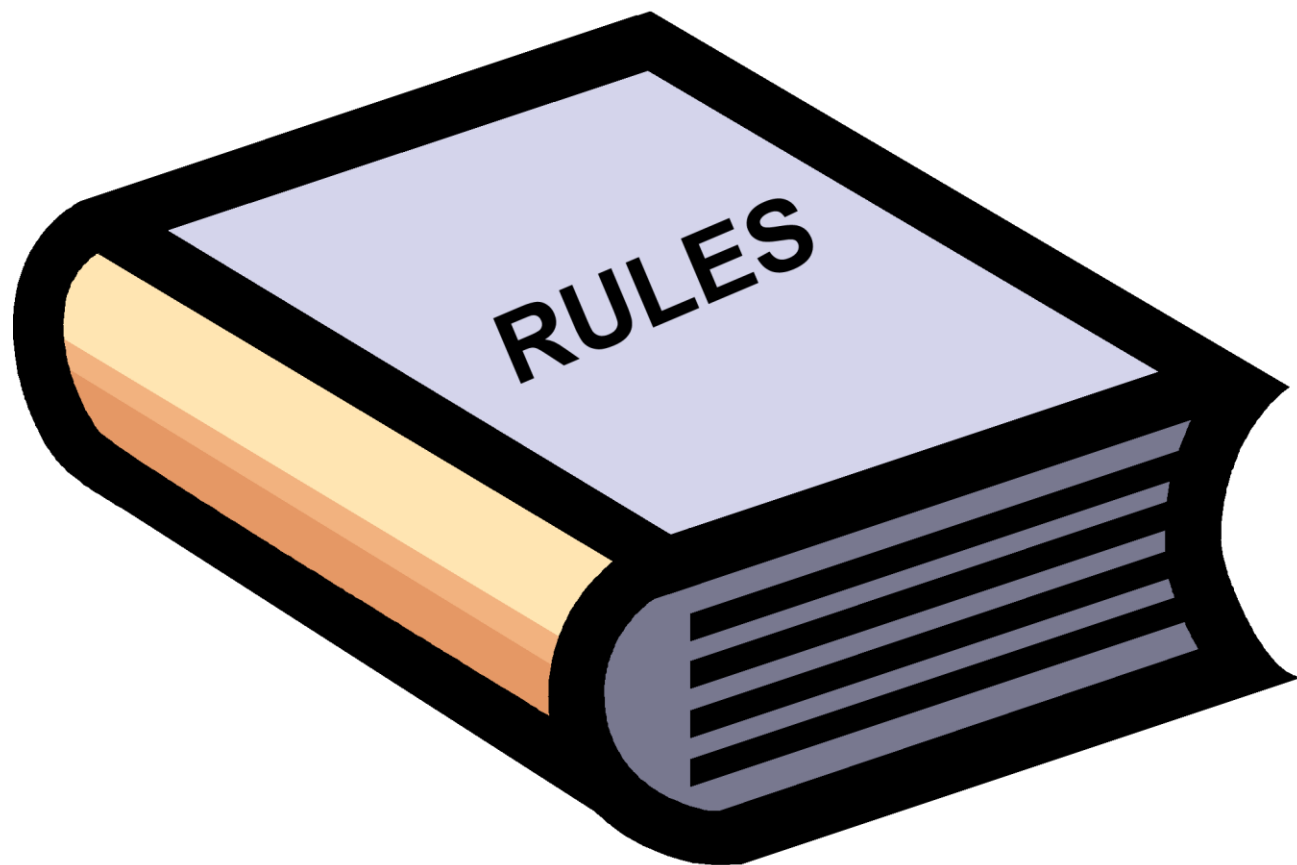
Voice

Talk to players, see if you can control the situation without blowing the whistle.

Let them know you're around



Hands
Body
Posture
Demeanour



Mechanics



Dealing/Resolving

Prevention is better than **Cure!**

Do onto others!

Don't ignore or avoid!

Have “Pat” phrases!

Remember

Be Courteous!

Don't Initiate!

Warn don't Threaten!

Be in control!

The Big



The Even Bigger



The Chipper

***NAG,
NAG,
NAG!***



Be Careful



Remember

When the matter is resolved it hasn't gone away.

You need to be aware of what happened and what might make it reoccur.

Be aware of possible retaliation.

Don't go looking for trouble.