



Team Building Through Conflict Management

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**PLAY
SAFE**

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BRITISH COLUMBIA

Agenda

1. Impact of Conflict on the Sport Sector
2. How to **Anticipate** and **Recognize** Emerging Conflict
3. Communication Tools to **Address** Conflict
4. **Prevention** Strategies for the Win
5. Putting it all together: Group Activity
6. How Nadia can Help.
7. Questions.



What is conflict?

Disagreement:

A minor contrast in opinions.

Conflict:

A disagreement with emotion attached. It takes active work to resolve and will not go away on it's own.

Conflict is *inevitable, hard and necessary* to learn how to work together and build the trust necessary to succeed.

Effective and prompt management of conflict at the *athlete, volunteer, coach, board, staff, officials* and *executive* levels...

Increases retention

Supports emotional and physical safety

Improves experience

Develops confidence and life skills

5 Stages of Team Development

VIDEO



←

Anticipate
Recognize
Address
Prevent

←

“Relationships are built over 100 cups of tea.”



Cassidy Caron, who led the Métis delegation in Rome as Métis National Council president

The secret sauce to all conflict management is connection building.

Group Guidelines: How will we be together?

- Do as a group
- List behaviour for clarity (eg what does respect look like?)
- Review regularly, make adjustments as needed
- Do a list for every context your team will be in (practice, competition, travel, in the community)

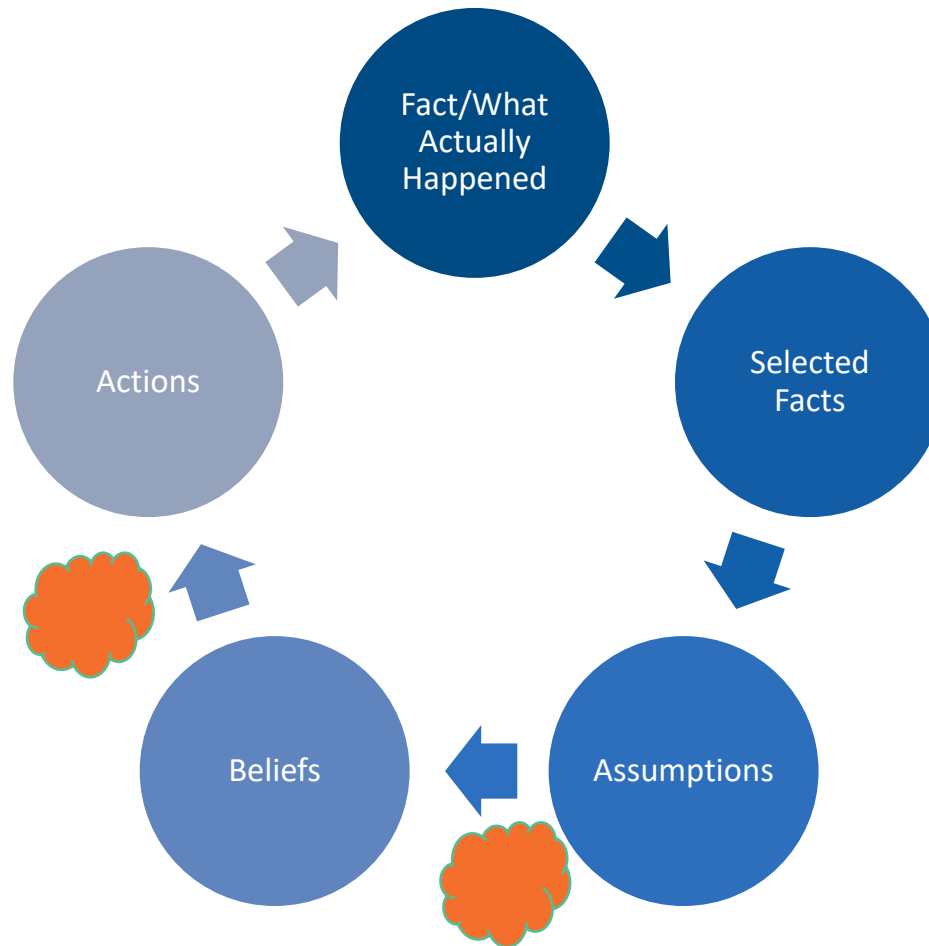
Managing Conflict by Being:

Trauma Informed, Strengths Based, Culturally Agile

- I heard about the tragedy in the news today. What does that mean to you? How can I support you?
- I see that you made it to practice after a tough meet yesterday. How did you do that?
- How do I pronounce your name. It is important to me to get it right.
- What are your preferred pronouns? (all three)

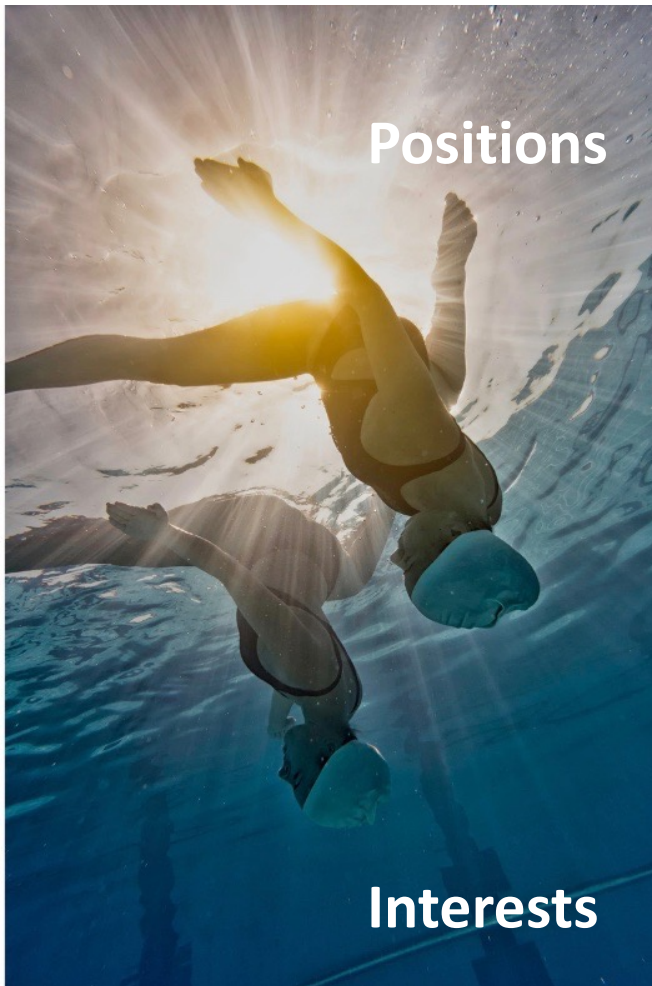


How we make Assumptions & the Mush.



- Bushe, G. R. (2013). "The appreciative inquiry model". In E.H. Kessler, (ed.) *Encyclopedia of Management Theory*, (Volume 1, pp. 41-44), Sage Publications.

Moving from Positions to Interests to Create an All-Win



Positions are perceived fixed solutions to a problem.

Example:

Coach/Board: Parent can't come on the deck.

Parent: I am coming on the deck.

Interests are what is important to the people involved.

Example:

Coach/Club: Athletes understanding instruction.

Parent: Daughter understanding instruction.

The right question changes everything.

Open Ended Questions can't be answered with yes or no.

- Tell me more.
- What does that mean to you?
- What else?
- What am I missing?
- How did it happen?
- Why (use sparingly)

Giving and receiving SWIM Feedback: The Myth of Likability

- S** Specific (give concrete examples)
- W** What's Working well (2)
- I** Improvement opportunities (2)
- M** Measurable (review timeline)

How to have a tricky conversation.

- **Acknowledge** Thank the other person...
- **Describe** Describe the problem starting with “I.” “I heard...” “I saw...”
- **Feeling** Describe how the problem is making you feel. “I feel...”
- **Need** Explain what you need in order to feel better about the problem.
- **Request** Suggest a solution to benefit both of you. “Would you be willing to...?”

Communication & Conflict Hot spots

Using email to communicate

Labeling eg: term “bullying”

Me theory

Ignoring or Waiting too long

Closed ended questions

Leaving families out

Clear boundaries



A swim club has a 13 year old provincial level swimmer, Sukhi. Her coach has worked with her for 2 years.

Her mom attends most practices and shouts instructions from the pool deck such as “keep your hips up!”

Her coach sends out a code of conduct list of rules to the families every year which includes information about where parents can be during practice. Being on the deck is prohibited by the club.

He followed up this year with two emails reminding parents of this rule along with a couple of others.

Other parents have started to go on the deck because they feel that it is only fair. The other swimmers have started to exclude Sukhi during social events.

The coach feels frustrated and undermined by the parent’s behaviour. He sends an email to the club president to complain.

In your group answer the following:

What missed opportunities took place?

As the club president what recommendations would you make to move forward?

THANK YOU FOR COMING TODAY

AND

FOR THE IMPORTANT WORK THAT YOU DO!

Please reach out!

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