



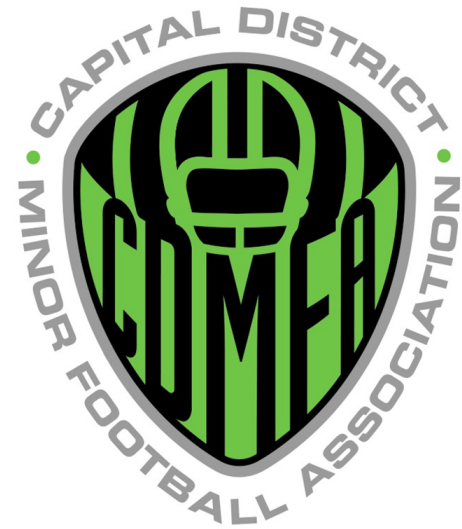


# Capital District Minor Football Association

Conflict Resolution in Sport  
Game Day Host Training

# AGENDA

- Introduction
- Expectations
- Resolution Process and Group Scenario Discussion
- Conflict Resolution Training
- Questions



# Conflict Resolution in Sports

Thank you for stepping up and taking on the challenge to provide a safe and fun environment for our amazing football community. Our football community is an amazing one, but it is not without its challenges. One of those challenges is poor behavior of spectators.

Today we are going to discuss how to set expectations with our football families, and how to address situations that do not align with those expectations.



# Conflict Resolution in Sports: Expectation

The first step in providing a safe and fun environment for our football families is setting expectations. This starts with your Club Executives, Coaches, and Managers discussing Code of Conduct expectations and Club culture.

It is recommended that each parent or guardian is given a copy of the Code of Conduct and expectations regarding behavior are laid out clearly.









# Conflict Resolution in Sports: Process

Let's start by understanding your role as a Game Day Designate. First and foremost, you are not a security guard. The expectation is that when we have a spectator who is becoming disruptive, we initiate a conversation and attempt to deescalate their behavior.

If during this process the spectator becomes further agitated, please back away. Your role is now consisting of taking notes, recording the situation if safe to do so, and in the worst-case scenario contact the police when situations become violent.

In these situations, you will then share all information with your Club President who will then send this information to VP of Safe Sport.

## Group scenario discussion





# Conflict Resolution in Sports: Tools

Lets talk about how to approach and de-escalate when the situation arises.





# Conflict Resolution in Sports: Tools

## Review: Tips for De-escalating Conflict Situations

- Remain calm; Be mindful of your tone and level when talking
- Listen Actively; Show the person that you are invested in what they have to say
- Ask the Right Questions; It is important to address the reason for their aggression
- Be open to their concern; Show empathy to their concern while explaining that there is a better way to voice their concerns

Again, your role is not to be a security guard but a voice of reason. At the end of the day, we all want a safe and fun environment for our kids to play football and we as parents need to set the example for this.



# Questions?