



Trillium Club Consultation 2015-16

Conflict Resolution

**“ Conflict is inevitable,
but combat is optional.”**



Max Lucade

When God Whispers Your Name

Conflict Resolution

OBJECTIVES

- Club Harmony
- How to Achieve Harmony
- Club Conflict
- Types of Conflict
- Conflict Management Styles
- Guidelines for Conflict Resolution

Harmony

Roles and responsibilities:

- Coach
- Board of Directors
- Volunteers
- Parent
- Skater



Types of Conflict

- Goals/Communication
- Personality Conflicts
- Styles
- Values



How do you handle conflict?

- Accommodating
- Avoiding
- Collaborating
- Competing
- Compromising



"AS TEAM-BUILDING EXERCISES GO I'VE SEEN WORSE."

Management of Conflict

- Who gets involved
- Set a positive tone
- Identify the issue
- Listen
- Brainstorm
- Communicate the solution or agreement



Conflict Beyond Club Attempt

- Club Dispute Resolution Procedures Policy
- Membership Harassment, Bullying and Discrimination Policy



Question & Answer

- Where can you start as club to set up a proactive approach to conflict resolution?
- Where do we go if a resolution has not been achieved?



Resolving Conflict

- Establish the facts
- Brainstorm possible solutions to the situation
- Choose best solution
- Communicate the solution
- Put solution into action

Helpful Hints

- Look at the facts only!
- Keep an open mind
- Listen & hear!
- Let everyone know they are valued
- Keep discussions confidential
- Stay neutral

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