



Conflict Management



Senior Clinic
Module A

Expectations



- Understand why conflict occurs in games
- Be aware of what can spark conflict
- Provide strategies to deal with conflict
- Practice using scenarios

What is Conflict?



- A disagreement or argument between two or more people
- Typically occurs with officials, players and/or team officials

Why does conflict happen in hockey?



- Fast-paced game, effort and emotion
- Officials are called upon to make decisions and interpret rules
- Players, team officials and fans may disagree with your decision or interpretation of the rules

Yes – as long as it is respectful



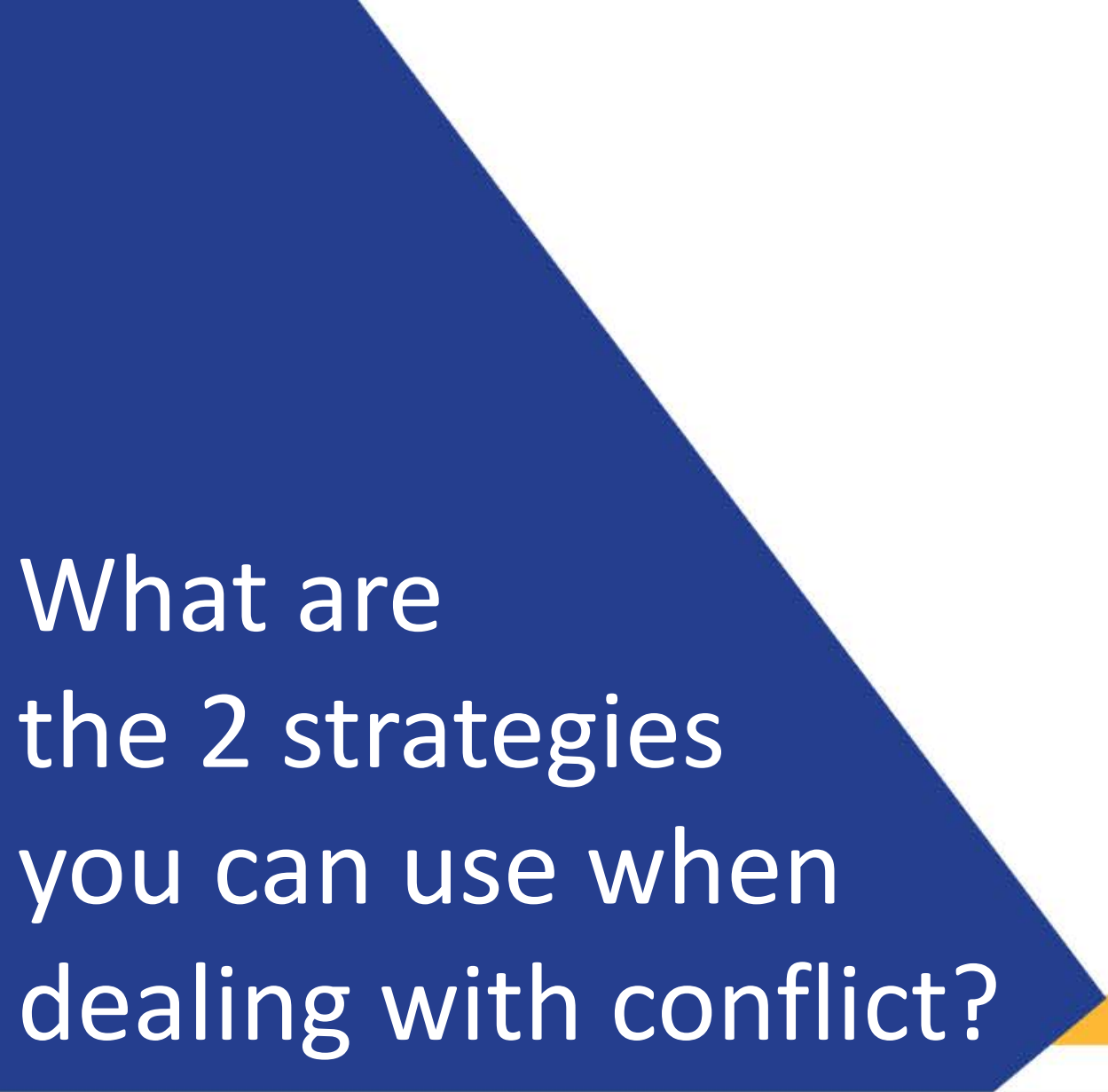
When things aren't respectful, a good official needs to know how to manage the conflict

IS CONFLICT OK?

What types of situations cause conflict?



- Waving off a goal
- Call/non-call of a penalty
- Close offside
- Injuries to players in the game
(with or without a penalty)



What are
the 2 strategies
you can use when
dealing with conflict?

- 
1. Avoid
 2. Respond
- 

Avoiding Conflict



Why would you want to avoid conflict?

- This is the first time the player/team official has caused a problem
- The conflict is not worth continuing
 - Arguing a tripping call
 - Complaining about an offside
 - Face-off location disagreement
- Responding would only make the situation worse

Responding to Conflict



Why would you want to respond to conflict?

- You have made a decision on the ice that requires explanation
 - Why a goal was waved off
 - Why a penalty was/was not called
 - Multiple penalties at a stoppage
- You are looking to stop/curb behavior that is unsportsmanlike
 - Coach is waving his arms after every call
 - Coach is excessively yelling at the officials
 - Coach/player has done something that requires a penalty

Responding to Conflict



The preferred method for responding to conflict:

- **Give respect and request respect**
- Have a low key, non-emotional discussion about what you saw and your interpretation of the rules
- Do not raise your voice
- Do not get into a “debate” of what happened

Responding to Conflict



Ways to request respect:

- Ask the coach to come down from the bench and talk to you at eye level
- Speak in an even tone and explain the facts
- Do not interrupt and ask not to be interrupted

Responding to Conflict



What do you do if you are not getting respect?

- Politely end the conversation
- Apply the rulebook
 - Rule 9.2 – Unsportsmanlike Conduct
 - Rule 4.7 – Gross Misconduct

How do you eject
a coach or a player
from the game?

Coach:



Player:

There is no hand signal!

Responding to Conflict



Tips & Tricks

- Keep Calm
- Don't get in a habit of debating every call you make. Stick to the "big calls"
- Keep conversations short – there is still a game to play!
- It's ok for both of you to disagree with each other
- Treat disrespect with respect
- If you need time to speak, you might want to ask the coach to chat between periods
- If the behavior is offside, use your rulebook
- Always be professional – Hockey Alberta and your zone will back you up if you're doing the right things

Scenario #1: The Don Cherry



After a penalty call, you see the coach doing the “Don Cherry” on the bench...



Scenario #1: The Don Cherry



What can you do?

If you respond:

If it continues:

Scenario #2: Swearing



After a whistle, a player reports that another player swore at him...



Scenario #2: Swearing



What can you do?

If you respond:

If it continues:

Scenario #3: Coach Wants to Talk



The coach wants to talk after every whistle...



Scenario #3: Coach Wants to Talk



What can you do?

If you respond:

If it continues:

Scenario #4: Coach on the Bench



You see a big hit and choose not to call a penalty and the coach wants to talk...



Scenario #4: Coach on the Bench



What can you do?

If you respond:

If it continues:

Scenario #5: Your Scenario



What strategies have you used to manage conflict?



Scenario #5: Your Scenario



What did you do?

Did you respond?

Did it continue?

Summary



- Conflict Management is all about Respect
- Stay professional and use your Rulebook
- Set an example for players, team officials and fans