

HILLS BASKETBALL ASSOCIATION INC. **CONFLICT MANAGEMENT PROCEDURES**

Whilst the passion in a sporting environment can quickly turn to conflict, developing strategies to minimise and defuse these situations is vital.

DEFUSING CONFLICT:

Early intervention is the best in all cases, by keeping the following points in mind; most situations will be resolved amicably:

Be professional: Speak clearly and stay composed in heated situations. This demonstrates confidence in managing the situation. Avoid argument or debate, and don't try to bluff through with unjustified rulings.

Remain calm: Don't over-react. Stay relaxed and adopt a low-key posture/body language. Use objective, neutral language.

Address the problem - not the emotions: Try to put aside the emotions of all parties. Emotions inevitably inflame the situation. By dealing with the facts and the available evidence, the official is more likely to be seen as making a fair and appropriate decision.

Focus on the person: People are not objects, and they don't like being treated as such. Acknowledge a participant with eye contact and use their name if possible. Recognise that they have something to say, and don't just dismiss them.

Be fair: Avoid team or individual bias at all costs. Demonstrating integrity is one of the greatest assets of an official.

Be confident and open: Don't be defensive or try to justify actions. Clarify decisions when appropriate, based on the facts and the evidence presented.

Be firm: Deal with unacceptable behaviour firmly and quickly. Set boundaries in a polite, professional and assertive manner.

***Remember that 90% of conflict occurs not because of what was said,
but the tone in which it was said!***



PROTECTION OF MINORS:

Protecting junior officials and players from adult coaches/managers/spectators can be required at times. The following procedures should be adopted when you see a volatile approach by an adult to a junior.

1. Approach calmly and assess the situation **immediately**.
2. Ask the minor to leave immediately. Advise the adult that you are happy to have the conversation with them once the minor has been removed. Ensure the conversation is also removed from surrounding children. Should this occur with a junior official at the end of the game, please ask the official to proceed to the Referee Room.
3. If a junior official is receiving negative comments from coach/manager/spectator during the game please advise the adult that the official is a minor & their behaviour is not tolerated. Negative comments and intimidation of minors is not permitted at Hills and if they continue they will be asked to leave the stadium.
4. At the conclusion of the game stay with the junior official until they have finished the scoresheet and collected their belongings. Escort them to the Referee Room.
5. See ***Disciplining Offenders*** below for additional procedures.
6. Document incident in Supervisor Report or if required prepare Report Forms.

VERBAL COMPLAINTS/PROBLEMS:

1. Ask the parties involved to move away from high traffic areas (away from both customers and staff) to discuss. Should this require leaving your duties please ensure another staff member acts on your behalf.
2. Should the complaint need to be referred to another staff member please ask the customer to wait in an appropriate area. Locate the staff member and inform them of the complaint and where the customer is located. Introduce the staff member to the customer and then return to duties. Should the customer be hostile, remain with the attending staff member.
3. In all instances, the handling of any complaint or feedback must be polite, courteous, professional and considerate. Do not in any circumstance raise your voice or act in an aggressive manner towards the person(s) involved. Try to resolve as quickly as possible.
4. Should a verbal complaint be made by a minor, an adult witness (manager or parent) should be obtained before discussing the issue.
5. All complainants must be offered a Complaint Form.
6. Do not neglect other customers or your duties.
7. The complaint form must be lodged with the Stadium Supervisor or can be sent via email to the HBA Chief Executive Officer.
8. All complaints received verbally (without a Complaint Form) should be reported within Supervisor Report at conclusion of shift.



DISCIPLINING OFFENDERS:

- For minor offences a caution and a request to refrain, should be sufficient to stop the violation.
- For second offences or continuation or inappropriate behaviour, emphasise that this type of behaviour will not be tolerated and any further offence will result in the offender being asked to leave the Stadium. After requesting the offender to leave do not argue with them, give 2 minutes to be off the premises. A request to leave should be clear and definitive and witnessed by other members of staff.
- It is important for staff to support each other, disperse the crowd or call security or police. Use your discretion and a little tact. If possible escort offenders out of the Stadium. Anything of a violent or criminal nature should be left to security or police.
- Should the offender refuse to leave, you may choose to seek advice from other supervisors or your manager, who will immediately call security or police and then attempt to defuse the situation, while remaining polite and respectful. The supervisors or manager will always reinforce the judgement of other staff.
- Any complaint made to you by a customer involving sexual assault or deviance must be handed to the Chief Executive Officer immediately. Listen and note any statement made regarding these issues.

COMPLAINTS FOLLOW-UP:

- Staff should confer with management to recommend changes in order to avoid recurring customer complaints.
- Department Managers are to acknowledge receipt of complaint the next working day.
- Should a manager be required to facilitate a meeting to address the issue, a witness for both parties should be in attendance. * An adult must be present with any minor.
- Department Managers are to provide a written response to the complaint within 4 working days.
- Where possible Department Managers should provide Supervisors feedback on outcome & potential solutions.

