Conflict Resolution: Easy Ways to Have Hard Conversations

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Introductions

Agenda
Starting Point

Goal: To facilitate the peaceful ending of conflict and avoid retribution

Requires: Effective and efficient communication
          A collaborative approach
Five Steps to Conflict Resolution

1. Resist the temptation that adopt the mindset that you’re in charge – even if you are.

2. Understand the motivation of the other person. Ask yourself, ‘where are they coming from?’
3. Be a good listener.

4. Repeat your understanding of the issue from the other party’s perspective. “What I heard you say is ... “
5. Work together to come to a resolution.
Take Aways

✓ Keep the dialog respectful.
✓ Be willing to come consensus
✓ Model good behavior
   For the athletes
   For the coaches
   For the parents.
Giving & Receiving Feedback Model

Considerations:
1. Find common ground.
2. Build empathy.
3. Be a good listener.
4. Know responsibilities of both roles: the giver and the receiver
5. TKTH: Totally Kind. Totally Honest.
**SARA Feedback Model**

<table>
<thead>
<tr>
<th>Situation</th>
<th>What</th>
<th>Action</th>
<th>You</th>
<th>Reaction</th>
<th>Me</th>
<th>Alternative</th>
<th>How</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Specifics : What, Where, When</td>
<td>Observable behavior FREE of interpretation or judgement</td>
<td>I statements, &quot;I feel&quot; that, &quot;My concern is&quot;, &quot;I think that&quot;, &quot;When I...&quot;</td>
<td>Give alternative action or different way to say or do</td>
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</tbody>
</table>
S = Situation

Jane: Hey John. Do you have a minute?

John: Hi Jane. Sure. What’s up?

Jane: Do you remember yesterday, during swim practice? We were in the middle of warm-up, the 4th 50 into the set. We were at the wall waiting for our interval.

John: Yes. I remember.
SARA Feedback Model Example

A = Action

Jane: You said, “This set is so lame!” Do you remember saying that?

John: Yes. I say that all the time.
SARA Feedback Model Example

**R = Response**

Jane: When I hear the word, lame, it triggers a negative reaction in me.

John: Oh. Why is that?

Jane: It associates the meaning of someone with a physical disability as negative.

John: I didn’t mean to be offensive. It’s just an expression.

**A = Alternative**

Jane: Consider trying a different word in it’s place or using a different phrase like “I’m not into this set!” or “This set is not fun.” Maybe even make it positive, “4 more to go!”

John: Ok. I’ll think about it. Thanks for pointing it out.