



# USA SWIMMING SAFE SPORT

## *Conflict Resolution: Easy Ways to Have Hard Conversations*

*Jay Thomas, Rules and Regulations Committee Chairperson  
MJ Truex, USA Swimming Staff Director of Programs and Services*



**Introductions**

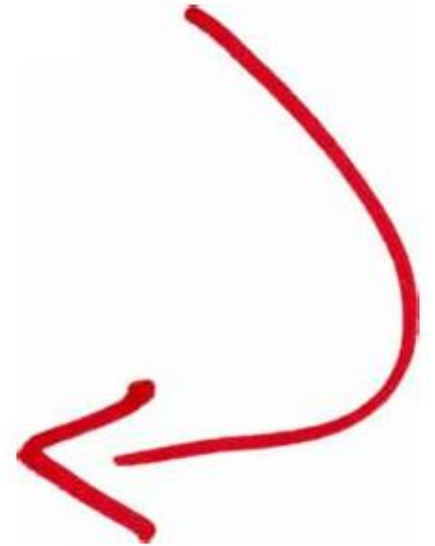
**Agenda**



## Starting Point

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

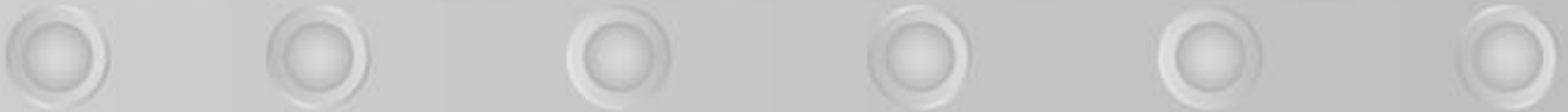
**Requires:** Effective and efficient communication  
A collaborative approach





# 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?'

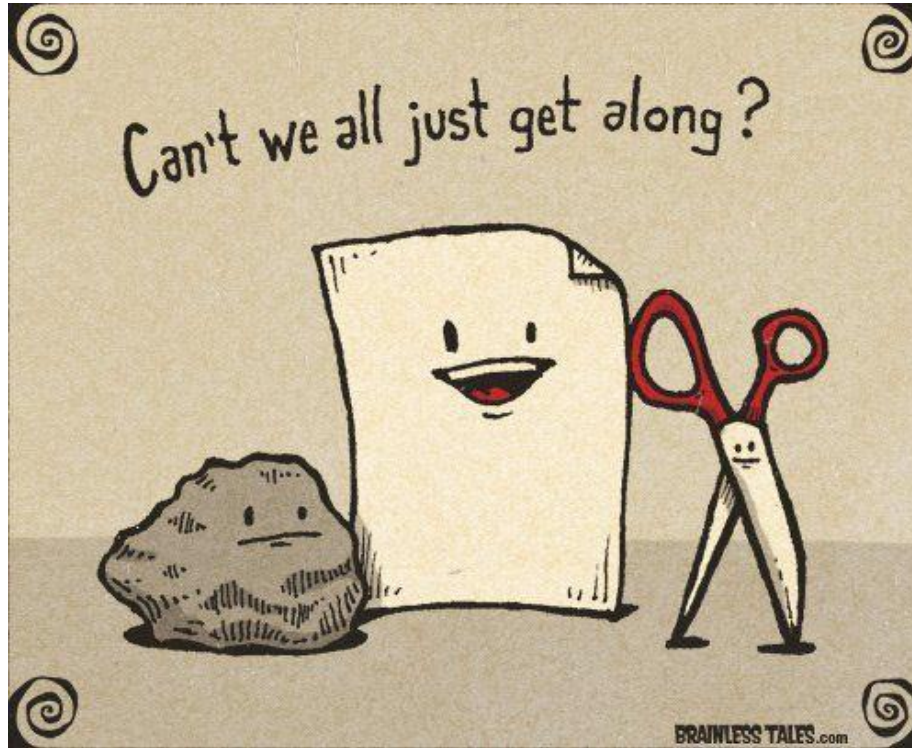




## Five Steps to Conflict Resolution

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

<b>Situation</b>	<b>What</b>	Specifics : What, Where, When
<b>Action</b>	<b>You</b>	Observable behavior FREE of interpretation or judgement
<b>Reaction</b>	<b>Me</b>	I statements. "I feel" that, "My concern is", "I think that", "When I..."
<b>Alternative</b>	<b>How</b>	Give alternative action or different way to say or do



# SARA Feedback Model Example

## 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 4<sup>th</sup> 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.