

## Town of Waldoboro, Recreation Department

### **Conflict Resolution**

While it is our hope that parents, managers and coaches will promote a positive image for our youth to identify with in all aspects of play, we understand that sometimes, disagreements do occur. It is Waldoboro Recreation Department's policy that conflicts be resolved at the lowest possible level. We encourage parents to communicate their concerns to the team's coach. If unable to gain resolution, contact the Program Director. If parties involved are still unable to resolve the conflict, then the Recreation Director will issue a final decision.

We believe these simple steps to conflict resolution will help diffuse confrontations before they get out of hand.

### **Steps to Resolve Conflict**

Step 1: Speak to the Person in Private. Choose an appropriate time and place. Never berate a person in public, at practice or at a game. This not only turns the situation worse, but also promotes a poor image for our youth.

Step 2: Identify the problem, as you understand it. Tell your side of the story with out emotion. Describe WHAT happened, not WHY it happened.

Step 3: Listen fully to the "other" side of the story. Ask questions to clarify a point.

Step 4: Take turns expressing how you feel about the situation.

Step 5: Suggest ways to resolve the situation. Select a WIN/WIN solution. Find a way to resolve the problem together that benefits both of you.

Step 6: Agree on a follow-up. Offer to meet again if the concern persists.