



## **CONFLICT MANAGEMENT FOR CLUBS**

In conjunction with Community Mediation Services SA the Office for Recreation and Sport has designed a program to assist community recreation and sport clubs to manage and deal effectively with conflict as it arises.

As more people become aware of their right to be involved in sport in an environment, which is safe, supportive and free from bullying, harassment and abuse, club administrators are being placed in a situation where they are expected to accept, manage and resolve complaints from one member about the conduct/behaviour of another member.

In some cases these actions/behaviours will be illegal, such as cases of discrimination, or the abuse of a child. But in the majority of cases they will not fall within the legal system and in those circumstances the club is left to determine how to resolve the matter.

To assist with this process the Office for Recreation and Sport will offer to organisations the opportunity to participate in the 'Conflict Management Training Program'.

### **Information about the Conflict Management Training Program**

#### **Objectives of the program**

- 1) The program is a course designed to help participants gain a clearer understanding of how best to deal with conflict situations as they arise in sport and recreation environments.
- 2) At the completion of the program participants will have gained sufficient knowledge to establish and if necessary review complaints and grievance procedures within clubs.
- 3) Participants who complete the program will be able to train clubs to handle conflict more effectively, and ultimately assist those clubs to become more effective at self-management.
- 4) Participants will gain knowledge of the legal framework, including other organisations that may need to be involved during a complaint resolution process.

#### **Who should attend?**

It is not envisaged that every club would have someone undertake this course. It is more a 'train the trainer' program. So state or regional organisations would choose someone who is willing to work with multiple clubs either within their sport or across a range of sports to advise and assist them.

The ideal attendee would be someone who has experience in presenting, training and advising other people, someone who has a role in developing the activity or sport, or someone who sits in a decision making role and can influence and lead the organisation, for example;

- State or Regional Development Officers,
- Community Recreation Officers,
- Member Protection Information Officers,
- Tribunal members,
- Regional Association Board Members,
- Child Safe Officers.

The Office for Recreation and Sport will also be training the *be active* Regional Field Officers and some of its casual Community Presenters as they are often the first point of contact when issues and concerns are raised.

There may be other key personal in organisations whose role includes handling complaints or dealing with issues raised by members, non members, facility users or other people in the normal course of their daily duties.

### **What are some of the competencies the program will cover?**

- Understanding conflict and strategies to deal with it.
- Developing cooperative power approaches to conflict.
- Interest based negotiation. Communication and conflict antidotes.
- Why individuals behave differently and dealing with difficult behaviours
- Problem solving: conciliation, facilitation and alternatives to the legal process.
- Relevant Legislative Frameworks: Child protection, Equal opportunity, Anti discrimination and other relevant legislation.
- Complaint and grievance processes

### **Who is the agency providing the training?**

Community Mediation Services SA are funded by the Attorney Generals Department as the sole provider of conflict resolution services to the community.

The training arm Mediation Education and Training Services are a registered training organisation who have tailored this course to suit the recreation and sport industry.

### **Timetable of Training**

It is envisaged that four courses with places for up to 80 participants will be offered in 2008.

Registration is FREE to active recreation and sport organisations. Priority will be given to organisations that have demonstrated a commitment to providing safe, supportive recreation and sport environments.