



Managing Conflict and Difficult People online course

With our best intentions to deliver sport in a fun, safe and fair manner, it's not a matter of 'if' but 'when' we are met with difficult people and conflict.

Conflict can arise in sport in many ways – selecting athletes onto a representative team, interpreting the rules of the game or even deciding which direction to take the club into the future.

This new course is designed to develop the skills of coaches, officials and committee members to better prevent, manage conflict and deal with difficult people. The course will investigate strategies to:

- Identify conflict in its early stages before it erupts into crisis
- Prevent conflict arising in the first place
- Use verbal strategies and body language to diffuse conflict
- Ask the one question that could stop conflict immediately
- Dealing with conflict on social media.

**2 hour
Online
course**

Sessions July - Nov 2020

Thursday 23 July	6:30pm—8:30pm
Tuesday 28 July	5:30pm—7:30pm
Tuesday 11 Aug	5:30pm—7:30pm
Thursday 27 Aug	6:30pm—8:30pm
Tuesday 8 Sept	5:30pm—7:30pm
Thursday 17 Sept	6:30pm—8:30pm
Thursday 15 Oct	6:30pm—8:30pm
Tuesday 20 Oct	5:30pm—7:30pm
Tuesday 3 Nov	5:30pm—7:30pm
Thursday 12 Nov	6:30pm—8:30pm

Register for Managing Conflict and Difficult People course

