



# Conflict Management



Senior Clinic  
Module A

# Expectations



- Understand why conflict occurs in games
- Be aware of what can spark conflict
- Provide strategies to deal with conflict
- Practice using scenarios

# What is Conflict?



- A disagreement or argument between two or more people
- Typically occurs with officials, players and/or team officials

# Why does conflict happen in hockey?



- Fast-paced game, effort and emotion
- Officials are called upon to make decisions and interpret rules
- Players, team officials and fans may disagree with your decision or interpretation of the rules

Yes – as long as it is respectful



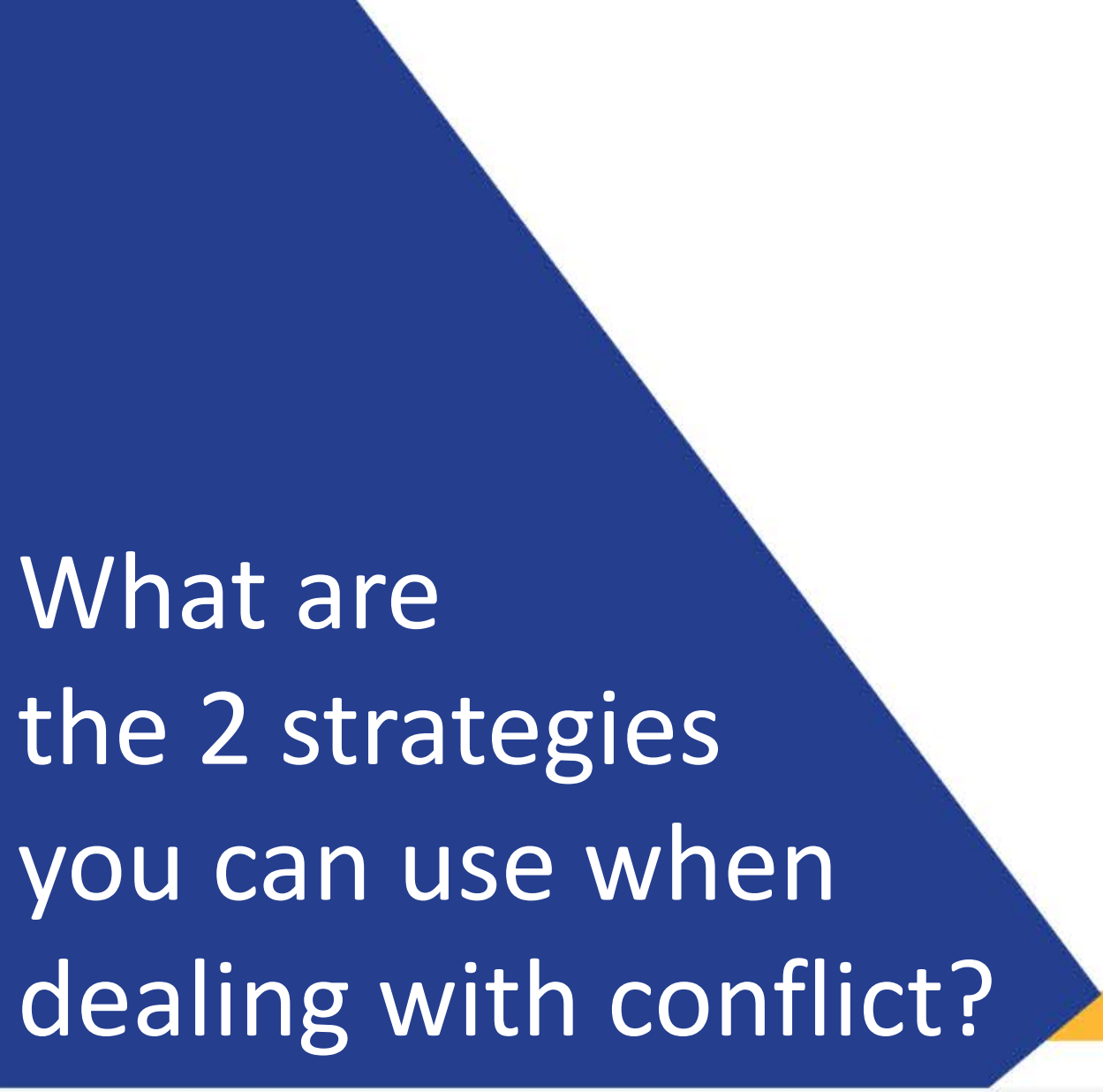
When things aren't respectful, a good official needs to know how to manage the conflict

IS CONFLICT OK?

# What types of situations cause conflict?



- Waving off a goal
- Call/non-call of a penalty
- Close offside
- Injuries to players in the game  
(with or without a penalty)



What are  
the 2 strategies  
you can use when  
dealing with conflict?

- 
1. Avoid
  2. Respond
- 

# Avoiding Conflict



## Why would you want to avoid conflict?

- This is the first time the player/team official has caused a problem
- The conflict is not worth continuing
  - Arguing a tripping call
  - Complaining about an offside
  - Face-off location disagreement
- Responding would only make the situation worse



# Responding to Conflict



## Why would you want to respond to conflict?

- You have made a decision on the ice that requires explanation
  - Why a goal was waved off
  - Why a penalty was/was not called
  - Multiple penalties at a stoppage
- You are looking to stop/curb behavior that is unsportsmanlike
  - Coach is waving his arms after every call
  - Coach is excessively yelling at the officials
  - Coach/player has done something that requires a penalty

# Responding to Conflict



**The preferred method for responding to conflict:**

- **Give respect and request respect**
- Have a low key, non-emotional discussion about what you saw and your interpretation of the rules
- Do not raise your voice
- Do not get into a “debate” of what happened

# Responding to Conflict



## Ways to request respect:

- Ask the coach to come down from the bench and talk to you at eye level
- Speak in an even tone and explain the facts
- Do not interrupt and ask not to be interrupted

# Responding to Conflict



## What do you do if you are not getting respect?

- Politely end the conversation
- Apply the rulebook
  - Rule 9.2 – Unsportsmanlike Conduct
  - Rule 4.7 – Gross Misconduct

How do you eject  
a coach or a player  
from the game?

**Coach:**



**Player:**

**There is no hand signal!**

# Responding to Conflict



## Tips & Tricks

- Keep Calm
- Don't get in a habit of debating every call you make. Stick to the "big calls"
- Keep conversations short – there is still a game to play!
- It's ok for both of you to disagree with each other
- Treat disrespect with respect
- If you need time to speak, you might want to ask the coach to chat between periods
- If the behavior is offside, use your rulebook
- Always be professional – Hockey Alberta and your zone will back you up if you're doing the right things

# Scenario #1: The Don Cherry



After a penalty call, you see the coach doing the “Don Cherry” on the bench...



# Scenario #1: The Don Cherry



**What can you do?**

**If you respond:**

**If it continues:**



# Scenario #2: Swearing



After a whistle, a player reports that another player swore at him...



# Scenario #2: Swearing



**What can you do?**

**If you respond:**

**If it continues:**

# Scenario #3: Coach Wants to Talk



The coach wants to talk after every whistle...



# Scenario #3: Coach Wants to Talk



**What can you do?**

**If you respond:**

**If it continues:**

# Scenario #4: Coach on the Bench



You see a big hit and choose not to call a penalty and the coach wants to talk...



# Scenario #4: Coach on the Bench



**What can you do?**

**If you respond:**

**If it continues:**

# Scenario #5: Your Scenario



What strategies have you used to manage conflict?



# Scenario #5: Your Scenario



**What did you do?**

**Did you respond?**

**Did it continue?**



# Summary



- Conflict Management is all about Respect
- Stay professional and use your Rulebook
- Set an example for players, team officials and fans