



Resolving conflict steps

Ground marshals may at times deal with volatile situations that require strategies to redirect hostile people and defuse confrontational situations.

The first minute of an interaction often determines its direction and outcome and how people react to an interaction is largely dependent on the cues they pick up from you. Try the following steps...

STOP

- Assess the risk and situation as I approach
- Decide whether to send for assistance
- Stay open-minded, intending to defuse the situation
- Remain calm
- Don't argue, accuse, or tell to 'calm down'

LOOK

- Are they drunk?
- Have I ever reacted like that?
- When I was that age...how did I behave?
- If I was brought up in that culture/environment would I act the same?
- Are their expectations of the ref, coach, players or club too high?
- Am I the focus of their anger?
- Has the person just displayed aggression towards an individual or group?

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- Is it likely that the person will physically and/or mentally harm you or others?
- Do you think that this situation is more appropriate for Security or Police

LISTEN

- Receive other people's comments without interruption
- Show empathy and use statements carefully.
- Validate and clarify
- Recognise your own prejudices
- Be quiet

RESPOND

- Remain calm and keep your language short and simple
- Use non-threatening body language and tone of voice
- Very rarely is using the word: 'NO' going to get you very far with the public
- It is better to say: 'I need' or we need rather than 'you must' or you 'have to'
- Learn to feel comfortable with phrases such as:
 - a. 'I can help you better if.....'
 - b. 'I need you to help me by slowing down just a little...'
 - c. 'I really don't think your comments.....'

IN SUMMARY

- Listen to what the problem is for them
- Say what the problem is for you
- Focus on the problem, not the person
- Look for answers so everyone gets what they need

If the situation can't be resolved in a rationale manner, report the incident.