

## Little League Baseball® and Softball Tips for Conflict Resolution

Whether it's on the playing field or in the game of life, Little League believes these simple steps to conflict resolution will help diffuse confrontations from the beginning and also help improve problem-solving skills.

### Steps to Conflict Resolution

#### Step 1: Speak to the Person in Private

- Choose an appropriate time and place
- Never berate a person in public

#### Step 2: Listen Actively

- Listen fully to the concern
- Ask questions to clarify a point

#### Step 3: Repeat Step 1 with roles reversed

- Identify the person's problem as you understand it
- Tell your side of the story
- Describe WHAT happened, not WHY it happened
- Use "I" Statements
- Acknowledge an understanding for their point of view and feelings

#### Step 4: Expressing Feelings

- Take turns expressing how you feel about the situation

#### Step 5: Solving the Problem

- Suggest ways to resolve the situation

#### Step 6: Select a WIN/WIN solution

- Find a way to resolve the problem together that benefits both of you.

#### Step 7: Agree on a Follow-Up

- Offer to meet again if the concern persists

### Glossary Terms

- **Dispute**— a verbal controversy between two or more people, a dispute is not yet a conflict.
- **Conflict**— is a state of disagreement and disharmony.
- **Listen Actively**— involves focusing entirely on what the other person is saying, and confirms understanding of both the content of the message and the emotions and feelings underlying the message.
- **Feeling Words**— an important aspect of effective communication. Instead of stating opinions, describe how the situation or dispute makes you feel.
- **"I" Statements**— involves taking responsibility for your thoughts and feelings.
- Remember, you cannot control the way other adults handle themselves, but you **do have control** over your reactions and conduct.
- Be familiar with **league rules and procedures**.