



SRU Conflict Resolution Procedures

Santa Rosa United is a large organization with more than 450 players, 900 parents, and more than 25 coaches. Conflicts and misunderstandings are inevitable between players and coaches, between parents and coaches, between parents, and board. In order to preserve our time and energy to coach teams and provide leadership to the club, the following guidelines were created to ensure effective conflict resolution.

The best way to resolve conflicts is between the people in conflict or to get the help of someone else connected to your team. Know that when conflicts rise to the level of the SRU Directors, decisions will be made based on the best interest of the Club first, the team second, and the individuals third.

Please do NOT contact a Club Director unless you have completed the first step described below:

Step One: Please wait at least 48 hours before talking and resolving the conflict with the coach/parent/player then set a meeting with the other person to discuss the problem.

- It is amazing how much simpler a problem seems after we have had a chance to think about it with some perspective.
- Consult with Team Manager if appropriate.
- The GOAL is to reach a resolution in which both people walk away feeling respected.
- Remember that we're not all going to get everything we want all of the time.
- It is important that both people listen to each other and avoid being defensive.
- *85% of all conflicts should be solved by this method*

Step Two: If a mutual resolution cannot be reached, then you should schedule a meeting with a Director on the Personnel /Conflict Resolution Committee. The teams coach, manager, and/or Age Group Coordinator might be involved where appropriate. All should be prepared to meet, discuss, and listen.

- Directors will not meet with individuals or listen to conflicts over the phone.
- Conflict resolution meetings will be scheduled on the first and third Wednesday of every month.
- *10% of all conflicts should be resolved by this method*

Step Three: If no satisfactory resolution is met after meeting with a Club Director, you may attend the next scheduled board meeting to present your issue and seek an acceptable resolution.

- This step is a very rare occurrence. Most conflicts should be resolved in Step 1.
- The matter may be referred to the entire Board Of Director's Personnel /Conflict Resolution Committee
- *5% of all conflicts should be resolved by this method*