



## Coaching Notes from Coaching Culture Episode 64 and 65: Conflict Management with Nadia Kyba

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### Part 1: The Keys to Effective Conflict Management

Even the top teams in sports experience conflict!

#### 3 Key Concepts

##### 1. Disagreement versus Conflict

A conflict is a disagreement when emotion has been added, it escalates, and it doesn't go away. You must actively work to resolve the conflict.

Conflict can benefit a team!

##### 2. Circle of Inference

- What Happened
- Selected Facts
- Assumptions
- Beliefs
- Actions

##### 3. Positions versus Interests

Move the conflict from the positions to the interests. Establish some shared values!

What does it look like when it is done well?

- Not just coach led, but players step up and are trained to handle the conflict in a well.
- Give team members regular opportunities to share things that are going well and things that aren't going well!
- 2 on 1 Player Meetings- Describe your role on the team and what has been challenging in that role. Preparing them to run into some frustration and conflict- but allowing them to talk about it.

- Players Share Stories of Struggle- Share experience of moments they have struggled with something in the team, but how they were able to learn and grow through the experience.

#### 4 Stages of a Team

1. Forming: Team getting together and disagreements just start to come up.
2. Storming: First experience conflict and struggle happens. Most teams don't move past!
3. Norming: Recognize conflict is normal and put systems in place to manage.
4. Performing: Operating at their best, conflict is a good thing!

## Part 2: Growing Through the Storms of Your Season

#### Navigating through the Storming Phase

- Normalize the conflict!
- Ask great questions: How could we (I) have done that better?
- Team Building: Interpersonal piece of having hard conversations, not always fun team dinners!
- How do we carry ourselves in those moments!

#### Handling Conflict On and Off the Court/ Field

- Identify each unique style and personality!
- Appreciate each other's differences.
- Spend a day discussing and identifying each other's natural tendencies.
- What's my style? What are my teammates as style?

#### 5 Styles of Conflict Management

- Avoiding the Conflict
- Giving In
- Standing the Ground
- Compromising
- Collaborating

#### Open Mic Mondays

- Opportunity for people to get things off their mind and share with the group!

- Pass around an object and everyone shares in a small group what is on their mind. People are given the opportunity to talk and share about a conflict that is happening within a team.

Nadia Kyba Articles

Positions v. Interests:

<https://www.nowwhatfacilitation.com/blog/2018/10/3/4-simple-steps-that-can-resolve-most-any-conflict>

Universal Developmental Needs

<https://www.nowwhatfacilitation.com/blog/benefits-of-ball-hockey>

Non-Verbal Communication:

<https://www.nowwhatfacilitation.com/blog/2018/8/9/thumbs-up-fist-pumps-and-high-fives-how-non-verbal-communication-can-change-a-team>

One Caring Adult:

<https://www.nowwhatfacilitation.com/blog/2018/9/27/pay-it-forward>

YouTube:

[You Tube Channel Link:](#)

[Sports Parent Interview](#)

[Youth football coach's team building tips](#)

[How to have confidence as a youth referee](#)

[4 Stages of Team Development](#)

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