

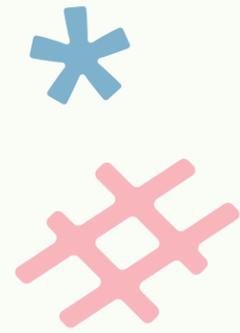
CONFLICT RESOLUTIONS

Student-athletes have more opportunity to be confronted with a conflict because of the competitive environment they are constantly surrounded in. It is important to remember that there will always be conflicts and that we must accept conflicts in order to grow.



NOT SURE WHERE TO START?

Each conflict is different so the best thing to do is first assess the situation then weigh your options. Often times people will first consult a non-partial party such as: peers, other athletes, Sports Psychology, Sports Administration, and even Office of the Dean of Students. For example, **90% of UVA student athletes feel comfortable approaching teammates about issues.**



FIVE TYPES OF RESPONSES TO CONFLICT

All of these types of responses are valid depending on your individual situation.

- 1 ACCOMMODATING**
Sacrificing your position to satisfy another
- 2 COMPETING**
Satisfying your need at expense of the other's need
- 3 COMPROMISING**
Finding a solution that is acceptable to all
- 4 AVOIDING**
One or both parties choose to ignore the conflict or don't try to resolve it
- 5 COLLABORATING**
Both parties work together to find a solution that works for both

TIPS FOR SOLVING CONFLICTS

If/when you decide to address your conflict, here are some helpful tips to keep in mind:

ANTICIPATE

Plan ahead about talking points

LOCATION

Agree on a time and place to deal with conflict

STAY CALM

- Take a deep breath before and between talking points
- Don't be afraid to take a timeout

CHECK YOUR LANGUAGE

- Avoid name-calling and blame statement
- "I think," "I feel," and "I wonder," statements open discussions
- "All/nothing," "always/never," statements close doors

USE POSITIVE BODY LANGUAGE

Open stance, arms and legs uncrossed, hands relaxed, calm voice

ULTIMATE GOAL

You should always remember that the ultimate goal is to resolve the conflict with the person directly involved, but there are often steps along the way to help you reach that goal.

RESOURCES

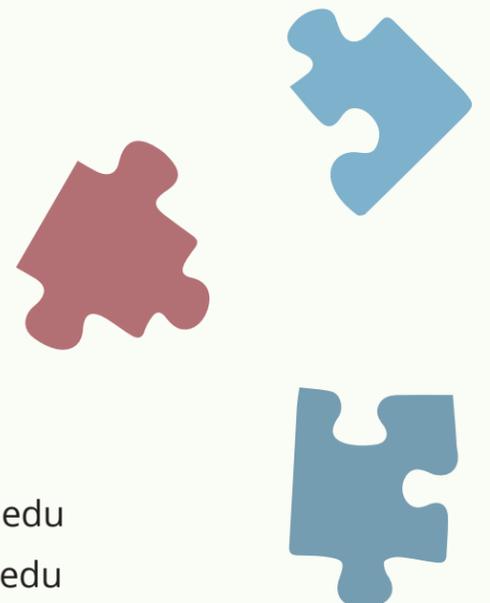
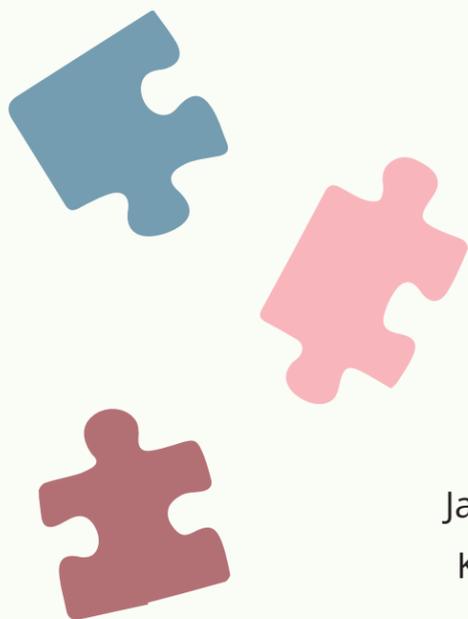
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Office of the Dean of Students

<https://www.virginia.edu/safercommunity/resources.html>



SOURCES

1. Conflict Resolution with Dr. Jason Freeman [Personal interview]. (2017, April 26).
2. Electronic survey conducted in April 2017 of 84 current UVA student-athletes

Created by Carter Green, Women's Track and Field 2018
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