



Sporting Events: Conflict Resolution

SCQF level 4

Unit Code: F994 10

10 hour Unit

What is this Unit about?

In this Unit you will be able to identify the potential conflict situations when dealing with customers and colleagues at sporting events. You will need to understand what causes potential conflict, how to respond and deal with conflict situations when they arise

What should I know or be able to do before I start?

No prior experience required before you begin this Unit. Experience in sporting events and deal with basic conflict resolutions would be beneficial.

What do I need to do?

You will need to carry out each of the following tasks:

Task 1

Describe ways in which conflict situations can be minimised.

- ◆ Describe how conflict situations can be minimised at sporting events.
- ◆ Identify two types of conflict situations that are likely to arise within the sporting event.
- ◆ Identify two conflict situations that may involve people.

Task 2

Participate in activities which deal with conflict resolution.

- ◆ Identify causes of triggers and solutions to aggressive behaviour.
- ◆ Follow correct procedures, related to your role, when dealing with conflict situations.

How do I get this Unit?

You will need to complete the following to get this Unit:

- ◆ You will learn about the potential causes and calming down of conflict situations.
- ◆ Take part in scenario based situations which allow you to carry out instructions given to you when dealing with conflict situations.

What might this involve?

Here are examples of some things you might do:

- ◆ Answer four questions relating to how you would minimise conflict at sporting events.
- ◆ Take part in practical activities which deal with conflict situations at sporting events.

What can I do next?

- ◆ Complete other Units within the group award:
 - Sporting Events: Volunteering
 - Sporting Events: Volunteering Experience
 - Sporting Events: Equality and Diversity in Sport
 - Sporting Events: Customer Care
 - Sporting Events: Accidents and Emergencies
 - Sporting Events: Safety Awareness
 - Sporting Events: Volunteering Teams
- ◆ Make use of knowledge gained in this Unit when undertaking volunteering at sporting events.

Guidance for tutors

This Unit is intended to introduce candidates to dealing with conflict situations. It allows the candidate to develop skills, knowledge and understanding to identify potential conflict situations, the people involved and how to resolve these situations. Candidates will be required to deal with conflict situations within their level of responsibility, and carry out instructions given to them by responsible colleagues.

Practical role play tasks in prepared scenarios should feature in the learning and teaching programme, for example, dealing with conflict situations.

For Task 1, candidates will need to describe how conflict situations can be minimised at sporting events. Use known conflict situations as examples. Focus on what the conflict was about, who was involved and what the outcome was. They will need to know what types of conflict situations are likely to arise:

- ◆ *Conflict situations:* team games/match name calling, personal aggression towards others/individuals, worried/frightened people, people with trauma, riots, violent crime, flashpoint scenarios, common behaviour that might contribute and common trigger to aggressive behaviour . This list is not exhaustive.
- ◆ *Problem people:* intoxicated, verbal/physical abusive, un-cooperative, have a limited understanding of English, with particular needs. This list is not exhaustive.

For Task 2, candidates should be able to deal with the common triggers and identify solutions to aggressive behaviour. Candidates must also deal effectively with resolving conflict situations. For candidates must fully understand the concept of this task, role-play activities would be advantageous to cover the different types of conflict resolution, such as dealing with conflict situations, their triggers, problem people and their behaviours. Candidates will also need to demonstrate what action to take that is within their level of responsibility:

- ◆ *Actions used:* Controlling immediate response, Acknowledging the customer, trying to understand the customers problems, communicate appropriately (listening and understanding), suggest solutions, seek agreements from customers, confirm plan of action, seek help and advice from senior colleagues.
- ◆ *Solutions:* Do nothing, maintain observation, give advice or a warning, use a report or incident card, ejection, request assistance, arrest (call police).

The assessment of this Task can be done during their volunteering experience, or through scenario role plays. Candidates must follow the correct procedures and carry out instructions given to them at all times.

This Unit may form part of a Group Award in Sporting Events: Personal Best. but can be offered on a stand-alone basis.

Core Skills

There is no automatic certification of Core Skills or Core Skill components in this Unit, however aspects of the Core Skills *Working with Others* and *Problem Solving* may be signposted.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required.

Further advice can be found in SQA's web pages (www.sqa.org.uk)



Administrative information

Credit value

0.25 credit at (SQA level 4) (1 SCQF credit point at SCQF level 4)

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