

TRAINING SCHOOL SPORT MANAGERS TO RESOLVE DISPUTES

Nuno Delicado

ready,
steady,
go!



I congrés mundial d'esport escolar a Catalunya
I congreso mundial de deporte escolar en Cataluña
I world congress of school sport at Catalonia

Barcelona, Nov 13th, 2009

Sport disputes

Bullying/violence

Doping

Discipline

Gender

Harassment

Player transfers

Employment/sacking

Team selection/roles

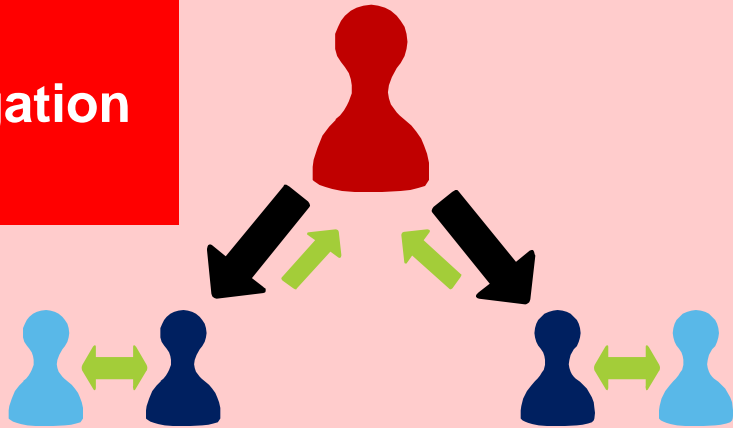
Image rights

Referee decisions

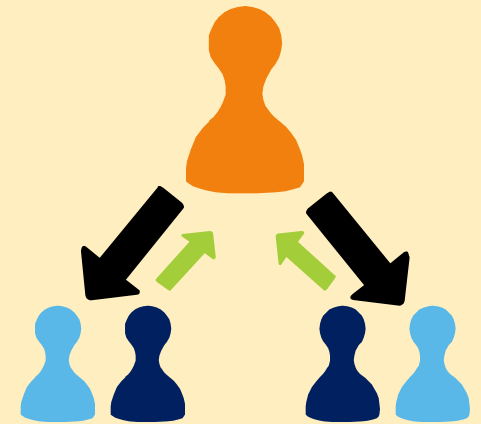
Sponsorships

Dispute resolution processes

Litigation



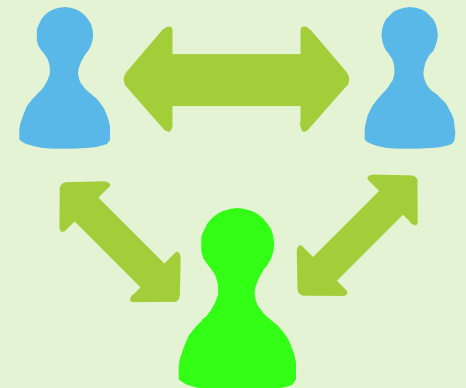
Arbitration



Negotiation



Mediation

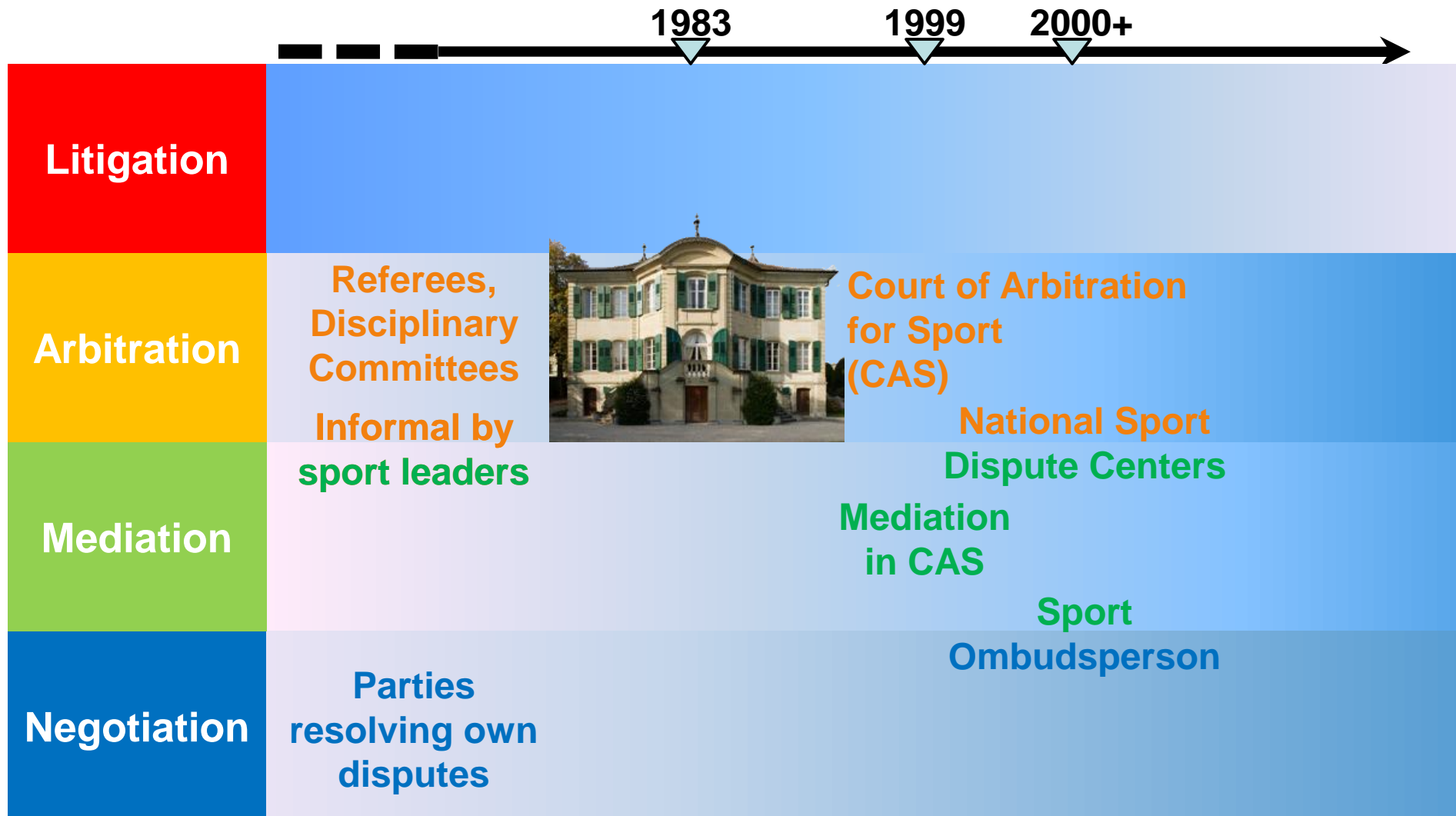


Dispute resolution processes

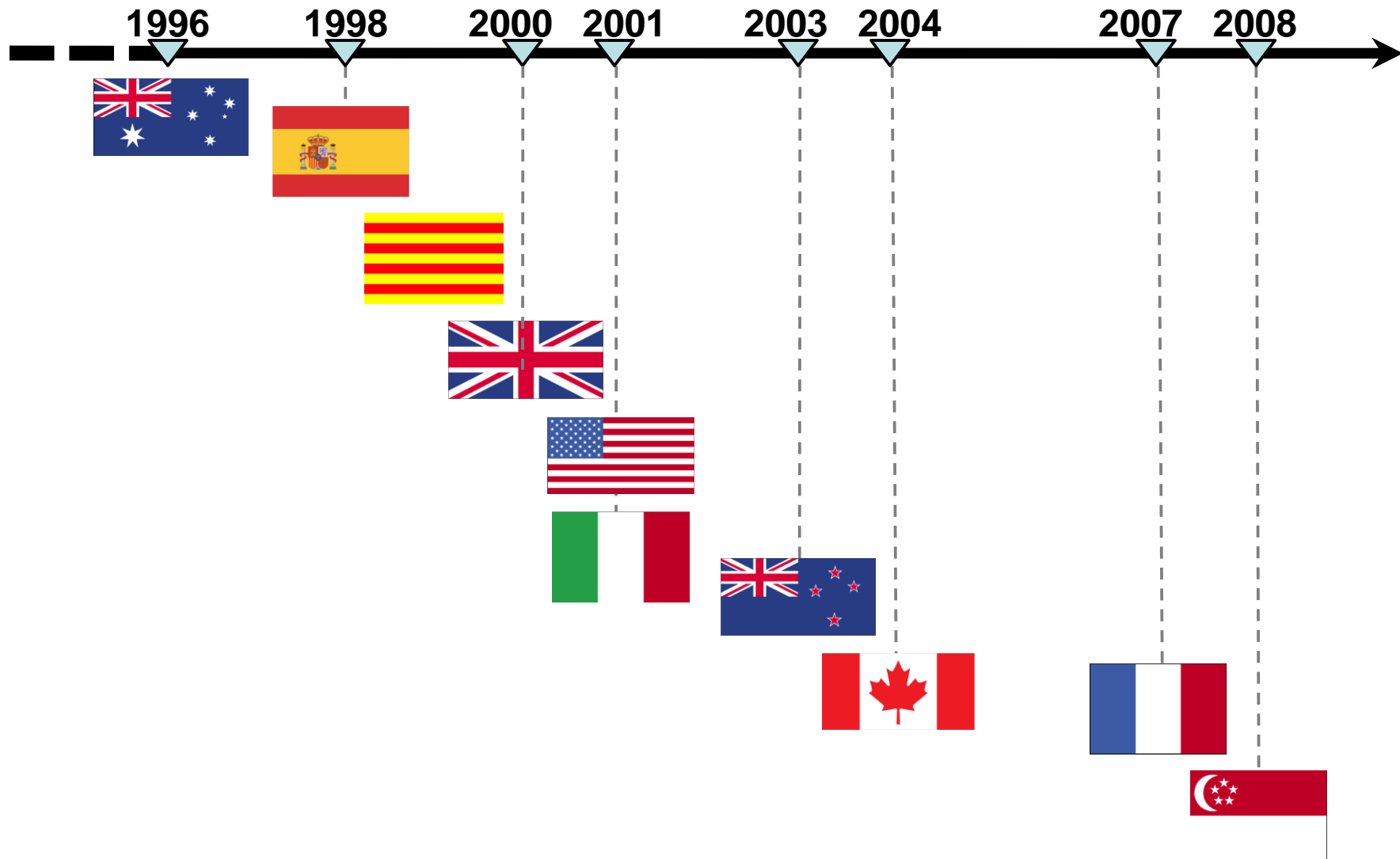
	Private	3 rd party	Binding	Appeal
Litigation		✓	✓	✓
Arbitration	✓	✓	✓	
Mediation	✓	✓		
Negotiation	✓			

ADR

Dispute resolution in sport



Sport dispute centers



Why does this matter?

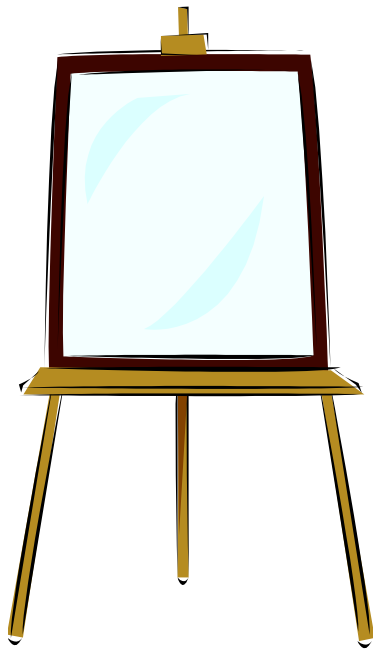
Conflict generates costs

- Stress, low **morale**
- **Lost athletes**, supporters, collaborators
- Wasted time and **resources**
- ...

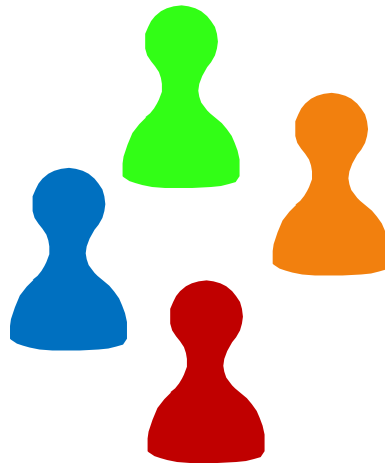
Why does this matter?

Costs can be minimized

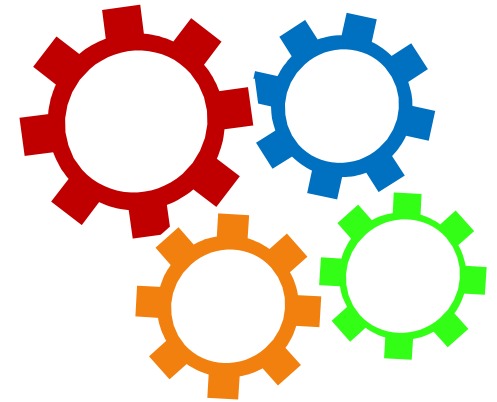
Training



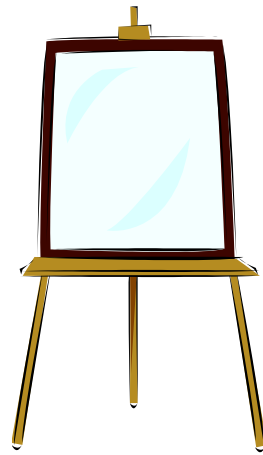
Roles



**Dispute
systems**

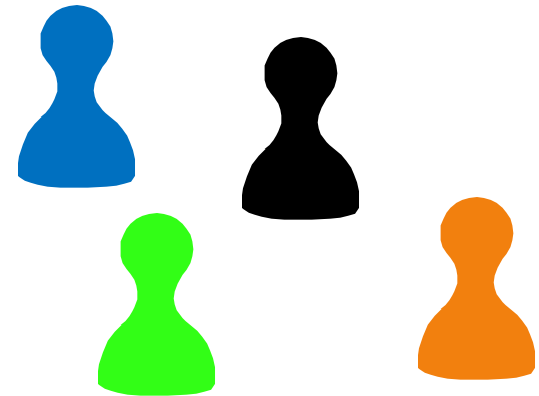
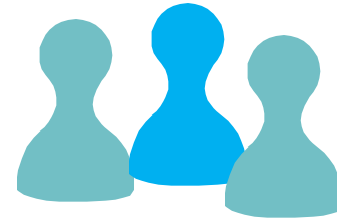


Training: formal & informal



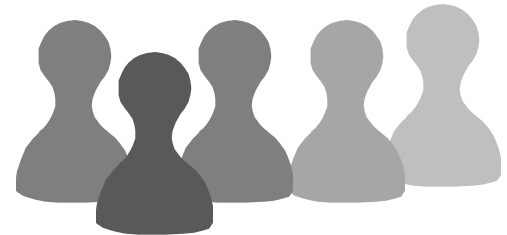
- **People skills**

- Communication
- Relationship building
- Leadership

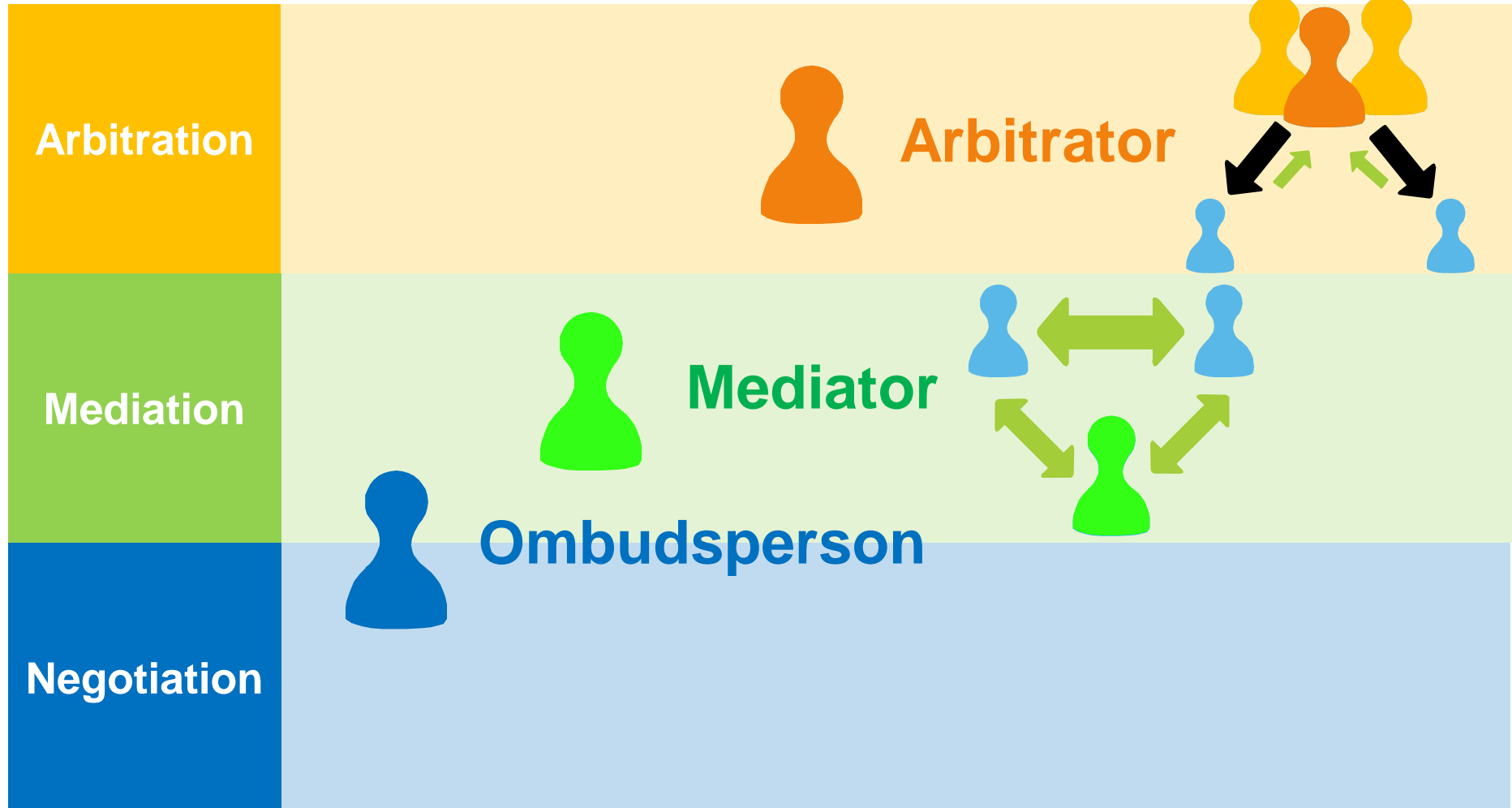
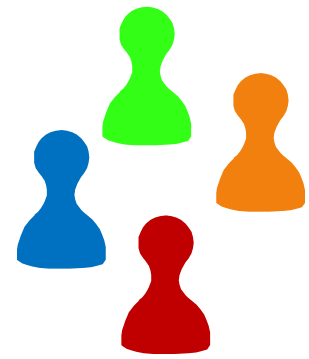


- **Dispute management**

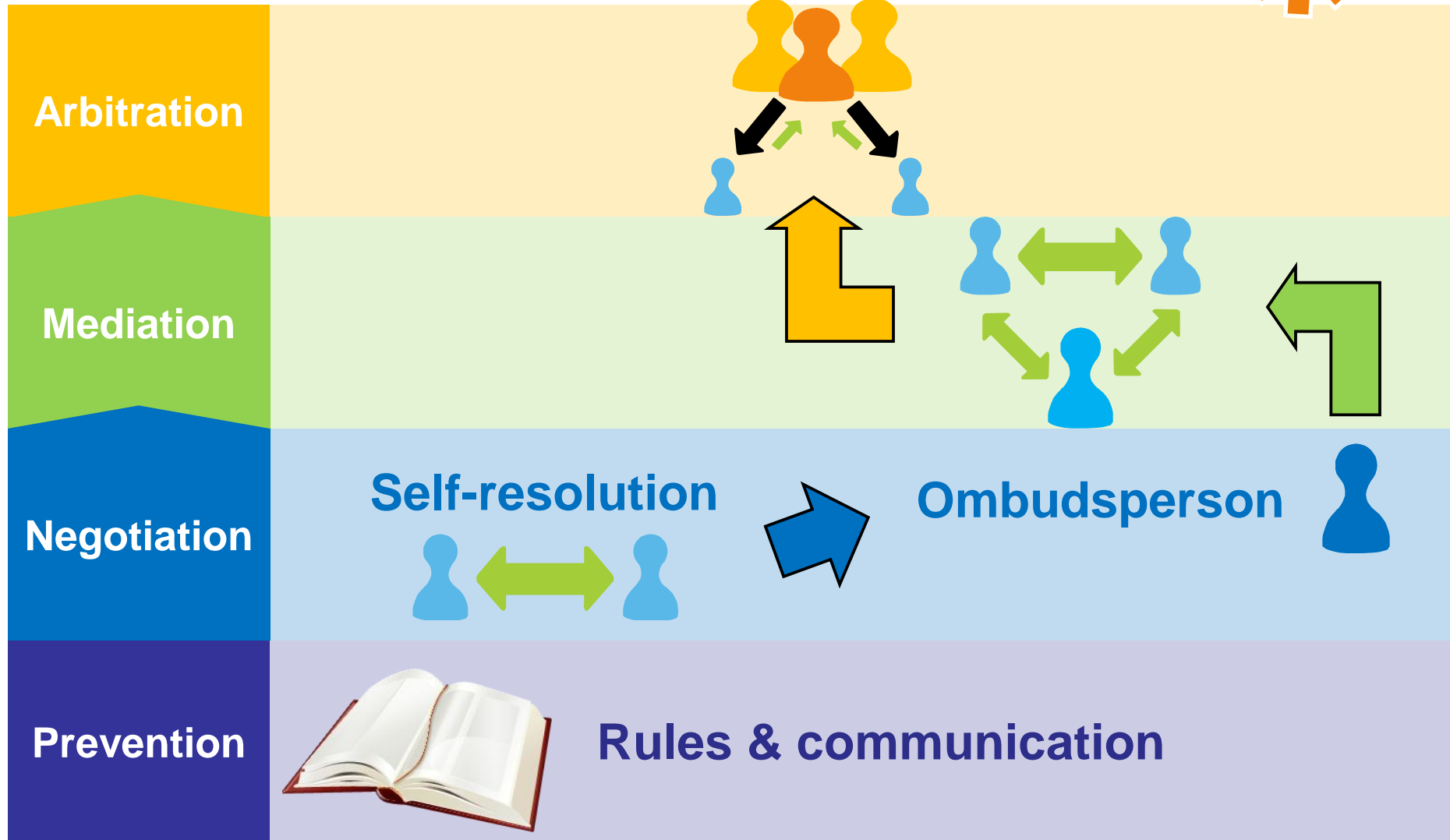
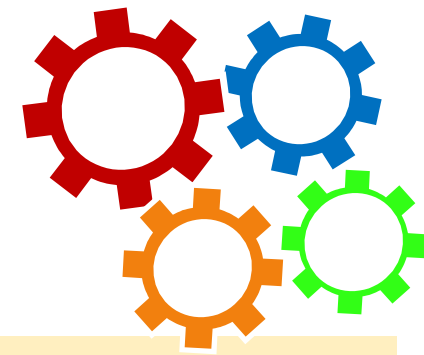
- Rules/policies
- Negotiation
- Mediation



Dispute resolution roles



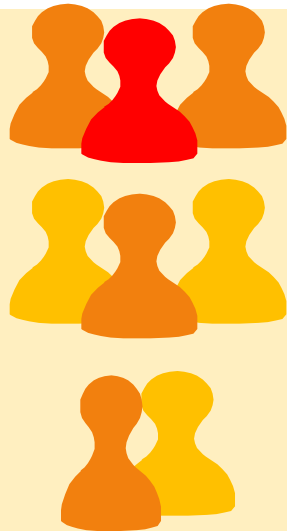
Bringing it all together: Dispute systems



School Sport Australia



Arbitration
(?)



- **Appeal panel** makes final decision



- **SSA Welfare Committee** may recommend further action



- **Team management decides**, consulting with school sport association



Mediation
Negotiation



- **Team management talks** to student(s) & others



Prevention



- Rules & communication
- Codes of Conduct
- Student Participation Agreements

What can we do?

School sport manager

- Look for formal and informal **training**
- Focus on great **communication**
- Contribute to school sport **rules/policies**
- Act and develop as a **mediator**

School Principal

- Create **training** opportunities
- Publish a **Sport Manual**
- Hire a school **ombudsperson**
- Launch a **student mediation** project

School sport organization

- Implement a **training program**
- Propose standard **Codes of Conduct**
- Publish a **Dispute Manual**
- Launch a school sport **dispute system**

GRÀCIES!

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