Conflict Management: Officiating Sports Design Document

Whistle and Flag	
Business Purpose	Whistle and Flag is a company dedicated to providing skilled and knowledgeable sports officials who contribute to the development of sportsmanship, teamwork, and personal growth in youth, high school, and collegiate sports. Whistle and Flag recognize the critical role that conflict management plays in ensuring a positive and safe sports environment. Due to the current demands of the job, which include a rise in conflict incidents, there is a national shortage of sports officials. To combat that issue, specialized conflict management training will address the unique challenges sports officials face. The goal is to foster behavior change that promotes proactive conflict prevention, seamless conflict resolution, and improved interactions with complex individuals, resulting in a 50% retention rate from season to season. After training, officials are projected to reduce game-related conflicts by 30% over the course of a single season, making Whistle and Flag the most respected sports official company.
Target Audience *Training Time*	The primary target audience is certified sports officials in the USA. 25-30 minute eLearning course
Training Recommendation	Certified sports officials should receive eLearning training because of the expansive geographic locations, high turnover, and ease of access. Additionally, successful completion can be more readily tracked. The eLearning module will include interactivity with knowledge checks and includes avatars to mimic real-life issues, engaging all sports officials. This training will help to improve the management of games, leading to better relationships between officials and coaches, players, and spectators.
Deliverables	● 1 storyboard outlining the Conflict Management Sports Officiating course ● 1 eLearning module, developed in Articulate Storyline with voiceover narration
Learning Objectives	By the end of the training, the learners will be able to… ● Identify key conflict prevention strategies to employ before a game. ● Choose a conflict management approach that will ease tensions. ● Recognize conflict resolution strategies to maintain a safe environment when dealing with difficult participants.
Training Outline	**Introduction** ● Welcome ● Navigation ● Objectives ● Key Concerns

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Conflict Prevention Strategies

- Scenario: Sports Officials Address Current Problems
- Clear Communication
    - pre-game meeting, establish expectations, address potential conflict
- Consistent Rule Enforcement
    - impartiality, consistent application of rules, early intervention
- Promote Sportsmanship
    - build rapport, create trust, emphasize fair play and respect
- Knowledge Check: Matching Conflict Prevention Strategies to Scenarios

Conflict Resolution

- Conflict Resolution Techniques
    - Mediation
    - Active Listening
    - Problem-Solving
    - Effective Communication
    - Neutral Evaluation
    - Compromise
    - Time Out
    - Higher Authority
- Knowledge Check: Choosing Conflict Resolution Techniques to manage disputes

Dealing with Difficult People

- Scenario: Referees Establish Problem
- Establish and Enforce Boundaries
    - Setting expectations
    - Timely intervention
    - Coach and captain involvement
    - Defining behavior and consequences
- Ensuring Consistency and Documentation
    - Consistent application of rules
    - Document incidents and warnings
    - Using documentation for decision-making
- Preparedness and Support
    - Continue education in sports officiating and training in conflict management
    - Seek assistance from other officials or event organizers
    - Collaborate with coaches to maintain positive environment
- Summary
    - Scenario Revisited: Referees reflect on problem and use new knowledge for different decision-making

	○ Learning objectives revisited **Assessment**
Assessment Plan	The learner must score an 80% or greater to pass the eLearning module quiz. There are 5 questions in a varied format, addressing the three learning objectives. Learner may review and retry the quiz one time to score 4 or higher. Learner must retake the course if they do not pass on the second attempt.