



Conflict Resolution

Poor Behavior

- ▶ Fighters often exhibit poor behavior towards the marshals.
- ▶ Rudeness, anger, etc. can be projected from something else that bothered the fighter onto the marshal.
- ▶ Be patient, be persistent, and have a thick skin.
- ▶ Find out what the problem is.
- ▶ If the behavior is repeated and risks the safety of any individuals, you may need to stop the individual and try to resolve the issues they are experiencing.
- ▶ Escalation of poor attitude on the field can lead to a fighter breaking the rules and injuring someone.

Fighters Refuse to Listen

- ▶ Be assertive and repeat yourself.
- ▶ Remind them that your primary concern is safety.
- ▶ Remember low blood sugar and dehydration can make reasonable people unreasonable.
- ▶ Get other marshals to support your decision.
- ▶ If nothing else works, call a hold until the fighter follows your rule/safety dictates.

Simple Steps to Resolve a Conflict

1. Understand the conflict

- Define it

2. Persuasion

- Be empathetic, use others to persuade, manage emotions

3. Negotiate a solution

- Be flexible without breaking the rules
- Be sincere (put yourself in the fighter's shoes)

Kicking an Issue Up the Ladder

- ▶ If a resolution cannot be found between you and the fighter, enlist the assistance of a peer, the MiC, the KEM, royalty, etc. that are onsite.
- ▶ If the fighter is visibly upset, they will not calm down until the adrenaline wears off.
 - This metabolism of corticosteroids and epinephrine (adrenalin) can take up to thirty minutes.
- ▶ Encourage the fighter to take a break before resuming fighting activities.

- ▶ If a fighter's behavior is consistently belligerent to the marshals during the entire day, report the behavior, in writing, to the Kingdom Earl Marshal.
 - Include the date, the event, the fighter's name, a description of the incident, any quotes from the offending fighter that you remember.
 - Be specific and accurate.
 - Only report what you are 100% sure happened.