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 adrenalin 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.