Chapter 10

ENFORCER
How to Minimize and Manage Team Conflict
Conflict is Inevitable: Deal with it!

- 3 Most likely situations you will have to deal with:
  - Confronting teammates who are not working as hard as they should be.
  - Confronting teammates who break team policies
  - Confronting teammates who are in conflict with coaches and/or other athletes
Having the courage to confront

• "Confrontation is good. It simply means meeting the truth head-on."
  – Mike Krzyzewski, USA Basketball & Duke University Head Coach

• “You’re never going to be the most popular guy on the team—especially since part of your job will be to deliver the occasional unpleasant message—so don’t even bother to try. It’s respect you need, not popularity.”
  – Joe Montana, San Francisco 49ers Quarterback
Two Questions

• 1.) How important is it that I get what I want?

• 2.) How important is my relationship with the other person?
What Type are You?

- Turtle = Avoiding
- Teddy Bear = Smoothing
- Shark = Competing
- Fox = Compromising
- Owl = Collaborating
Six Steps for Resolving Conflict

• 1.) Define the problem
• 2.) Brainstorm possible solutions
• 3.) Evaluate possible solutions
• 4.) Decide on a solution
• 5.) Implement the solution
• 6.) Evaluate the success of the solution
More Encouraging leads to less Enforcing

1.) Start by encouraging

2.) Move to reminding and refocusing

3.) Drawing the line - This is unacceptable

4.) Involve your coach