

Conflict Resolution Principles

This conflict resolution document addresses how conflicts will be handled and resolved regarding Orono Softball Association programs.

All such issues will be treated in a professional, respectful manner in accordance with Orono School District Character Values.

All parties - parents, players, coaches, volunteers - have the right to communicate issues without concern of reprisal.

Communication will be directly between the parties involved and then involve the OSA Board. Situations will not be solved on the bench, bleachers or public arena.

Steps for Resolving Issues Regarding Conflict with a Coach:

1. Gather the facts prior to discussing the issue with the coach. Keep the issue between yourself and the coach. Gossiping is not acceptable behavior. Wait 48 hours to cool down and to keep the issue in perspective. Do not contact other parents before addressing the issue directly.
2. Meet with the coach face to face. Make sure no kids are around. Seek to understand each other's position regarding the conflict issue. Be honest, supportive and civil. If the behavior is within generally accepted Orono Softball Association program parameters, let the conflict end with a minimum of strife. You may have to agree to disagree.
3. If no resolution can be reached, bring the issue to the OSA Board K-3 Program or Travel Program Director. This should be done no later than 2 weeks after the initial discussion.
4. If the Program Director is unable to resolve the problem, the issue will be addressed by the OSA Board.

EXCEPTION: Any conflict regarding possible abuse or illegal activity should be immediately reported to the Program Director and the local police department.

Other Issues

Any issues requiring changes to program operations or policies will be addressed by the OSA Board. Conflict, handled properly, can result in better practices and communication and this will always be the goal.