



Department of
**Local Government, Sport
and Cultural Industries**



Managing Conflict and Difficult People Course



With our best intentions to deliver sport in a fun, safe and fair manner, it's not a matter of 'if' but 'when' we are met with difficult people and conflict.

Conflict can arise in sport in many ways – selecting athletes onto a representative team, interpreting the rules of the game or even deciding which direction to take the club into the future.

This new course is designed to develop the skills of coaches, officials and committee members to better prevent, manage conflict and deal with difficult people. The course will investigate strategies to:

- Identify conflict in its early stages before it erupts into crisis
- Prevent conflict arising in the first place
- Use verbal strategies and body language to diffuse conflict
- Ask the one question that could stop conflict immediately
- Dealing with conflict on social media.

This fast-paced and interactive course is offered free (valued at \$150) through a partnership between the department and the cities of Canning, Fremantle, Swan, Joondalup, Kalamunda and the Town of East Fremantle.

Enquiries

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ben.armstrong@dlgsc.wa.gov.au or 08 9492 9622

Leederville

6-8:30pm Tuesday 19 February
Department of Local Government,
Sport and Cultural Industries
246 Vincent Street, Leederville

Fremantle

6-8:30pm Monday 11 March
City of Fremantle Administration Building
70 Parry Street, Fremantle

Kalamunda

6-8:30pm Monday 29 April
Woodlupine Family and Community Centre
88 Hale Road, Forrestfield

Swan

6-8:30pm Wednesday 8 May
Caversham Community Centre
135 Suffolk Street, Caversham

Joondalup

6-8:30pm Tuesday 9 April
Penistone Park
27 Penistone Street, Greenwood

Leederville

6-8:30pm Thursday 23 May
Department of Local Government, Sport
and Cultural Industries
246 Vincent Street, Leederville

Canning

6-8:30pm Wednesday 12 June
City of Canning Administration Building
1317 Albany Hwy, Canning