

Overview

This standard is about dealing with situations where there is conflict between people. The standard includes using effective verbal and non-verbal communication to defuse the situation, giving advice and warnings, and calling for assistance when required. This standard does not include attempting to physically control or restrain people.

The main outcomes of this standard are:

1. Engage with client groups in conflict situations
2. Follow procedures to resolve conflict situations

This standard is for stewards and other similar staff working directly with spectators to ensure their safety, security and welfare at events and in crowded places.

Performance criteria

You must be able to: **Engage with client groups in conflict situations**

1. explain to **client groups** what your role is and what is expected of them
2. remain alert to verbal and non-verbal communication pertaining to danger cues

Follow procedures to resolve conflict situations

3. assess the risk or threat to yourself and others in the situation
4. assess the seriousness of the situation and the behaviour of the individuals involved
5. maintain your own personal safety
6. follow incident management procedures to resolve the situation
7. collect, record and report information about the situation

Knowledge and understanding

You need to know and understand: **Engage with client groups in conflict situations**

1. the types of conflict situations that are likely to arise
2. the correct responses for each of these types of situations
3. the role of effective communication in reducing conflict
4. the importance of showing respect for **client groups**, their property and their rights
5. how to use non-discriminatory and non-offensive behaviour and / or language to manage conflict situations
6. how to use non-verbal communication to manage conflict situations

Follow procedures to resolve conflict situations

7. methods of assessing risk in conflict situations
8. the importance of understanding individual or group needs and perceptions
9. ways of maintaining own personal safety
10. the incident management procedures
11. methods of collecting information
12. the importance of recording and reporting information

Scope/range**ADDITIONAL INFORMATION****Equality and Diversity**

It is anticipated that organisations will have procedures and guidelines for their stewarding staff to follow that will satisfy the following requirements as a minimum:

- different physical needs
- different cultural needs
- language needs
- beliefs

Safety, Security and Service

It is expected that all services carried out at spectator events and crowded places are done so in line with the below measures:

Safety measures: any measure designed and implemented with the primary aim of protecting the health and well-being of all client groups who attend, or participate in events

Security measures: any measure designed and implemented with the primary aim of preventing, reducing the risk and/or responding to any criminal or unlawful activity or disorder committed in connection with events

Service measures: any measure designed and implemented with the primary aim of making all client groups feel comfortable, appreciated and welcome when attending events

**Scope/range related
to performance
criteria**

Client groups (cover a minimum of 4)

1. spectators
2. workforce
3. contractors
4. regulatory bodies
5. media
6. emergency services
7. athletes
8. artists
9. event officials

**Scope/range related
to knowledge and
understanding**

Client groups

1. spectators
2. workforce
3. contractors
4. regulatory bodies
5. media
6. emergency services
7. athletes
8. artists
9. event officials

Behaviours

The following behaviours underpin the delivery of services in the spectator safety sector. These behaviours ensure that clients receive a positive impression of both the organisation and the individual.

You must show you are consistently:

1. Recognising the need for flexibility to take account of changing circumstances
2. Adjusting plans and responses accordingly
3. Prioritising objectives and planning work to make best use of time and resources
4. Making time available to support others
5. Taking personal responsibility for making things happen
6. Showing integrity, fairness and consistency in decision-making
7. Clearly agreeing what is expected of others and holding them to account e.g. challenging anti-social behaviour
8. Seeking to understand people's expectations and any additional needs and be able to cater for these
9. Taking responsibility for personal safety
10. Taking pride in delivering high quality work
11. Striving to be vigilant for possible hazards and threats
12. Encouraging and supporting others to make the best use of their abilities
13. Using a range of leadership styles appropriate to different people and situations
14. Advocating safety and welfare as a priority when planning and managing events
15. Taking pride in your appearance and adhering to any organisation or venue dress codes
16. Complying with venues' code of conduct
17. Demonstrating your ability to maintain confidentiality
18. Showing an awareness of safeguarding issues
19. Demonstrating an understanding of basic legal requirements covering diversity and safety

Skills

Listed below are the main generic skills and qualities applied to the delivery of spectator safety.

1. Active listening
2. Effective verbal and non-verbal communication
3. Influencing and persuading others
4. Delegating

5. Diplomacy
6. Empathy
7. Empowering others
8. Ability to follow instructions
9. Leading by example
10. Resilience
11. Managing challenging behaviour
12. Mentoring
13. Motivating others
14. Negotiating and compromising
15. Obtaining and providing feedback
16. Planning and evaluating
17. Valuing and supporting others

Glossary

Conflict situations

Situations in which people are disagreeing strongly which may lead to violence or other forms of unlawful, unsociable or discriminatory behaviour.

Links to other NOS

SKASS1, SKASS2, SKASS4, SKASS5, SKASS7, SKASS8, SKASS9

Help to manage and resolve conflict

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