

De-escalation 1-Page



Your Role: Be Elite

Being Elite is Being: Strong · Calm · Caring · In Control

Remember: It's OK to be emotional—it's an emotional game. Your job is to channel emotion, not add to it.

Identify Your Priority

Before responding, ask: "What's my priority right now?"

Safety	Game Flow	Sporting Respect
Physical/verbal threats	Game delays, schedule	How people treat each other
Immediate intervention	Keep play moving	We disagree respectfully
Firm boundaries	Brief, direct action	Model respect for kids

If **safety** is at risk → act faster and firmer. If **game flow** or **sporting respect** is the issue → you still act, but can try a short de-escalation step first.

Stop Play. Slow it Down.

When tension rises:

1. **Take a breath** – Reset yourself first
2. **Remember the purpose** – Safe, respectful experience for kids
3. Work in **pairs**, but don't overwhelm
4. Walk up **calmly**, at an angle, not chest-to-chest.
5. Keep **hands visible**, body relaxed, voice low and steady.
6. Show **empathy** and **respect** for their feeling

Use CARE

The CARE Method

C – Context Name what's happening, "Coach, this has been an intense game"

A – Acknowledge Show you hear them (not that you agree)

R – Refocus Bring attention back to kids, safety, game flow, and sporting respect

E – Execute Give a clear next step or boundary

Grade State Specifics

- Court Monitors will supervise gameplay.
- Immediately inform the tournament Director of any concerns or disruptions.
- Ensure that a *NO* is circled on the scoresheet for any offending team.
- De-escalate Situations- Safety
 - Work together (2-3 people) to calm tensions
 - Hand a “What’s Your Role” Card to offending individuals
- If inappropriate behavior continues, ask individual(s) to leave.
- If an individual refuses to leave, call the police immediately.
- Do not try to physically remove anyone; you are not bouncers
- Ejected individuals must leave the facility immediately.
- Non-Coaches are not welcome back at any point if they are ejected.
- Coaches and Players who are ejected must also sit out one additional game.
- Refer to the playing rules for the complete ejection policy.

One-Line Prompts

“I can see you’re upset; right now we need to keep this gym safe and respectful.”

“We may not agree, but we will respect each other as players, coaches, officials, and fans.”

“You need to leave the gym now. The game will not continue until you do.”

“We’ll talk details later; right now my job is safety and sporting respect.”

Stay **calm, clear, and consistent** – the kids are watching how we handle the hardest moments.

When Calling 911



- Stay calm and be clear
- Your job is to communicate with the dispatcher, do not involve yourself in the situation at the same time.
- Describe the situation with facts (not feelings), highlight the disorderly behavior.
- Describe the disorderly subjects clearly.
- Be clear that they are no longer welcome and must be trespass from the property.
- If there are any weapons, injuries or dangerous acts inform dispatch immediately.