

Aim:

To provide club bailiffs with the
necessary knowledge and
understanding of Conflict
Resolution



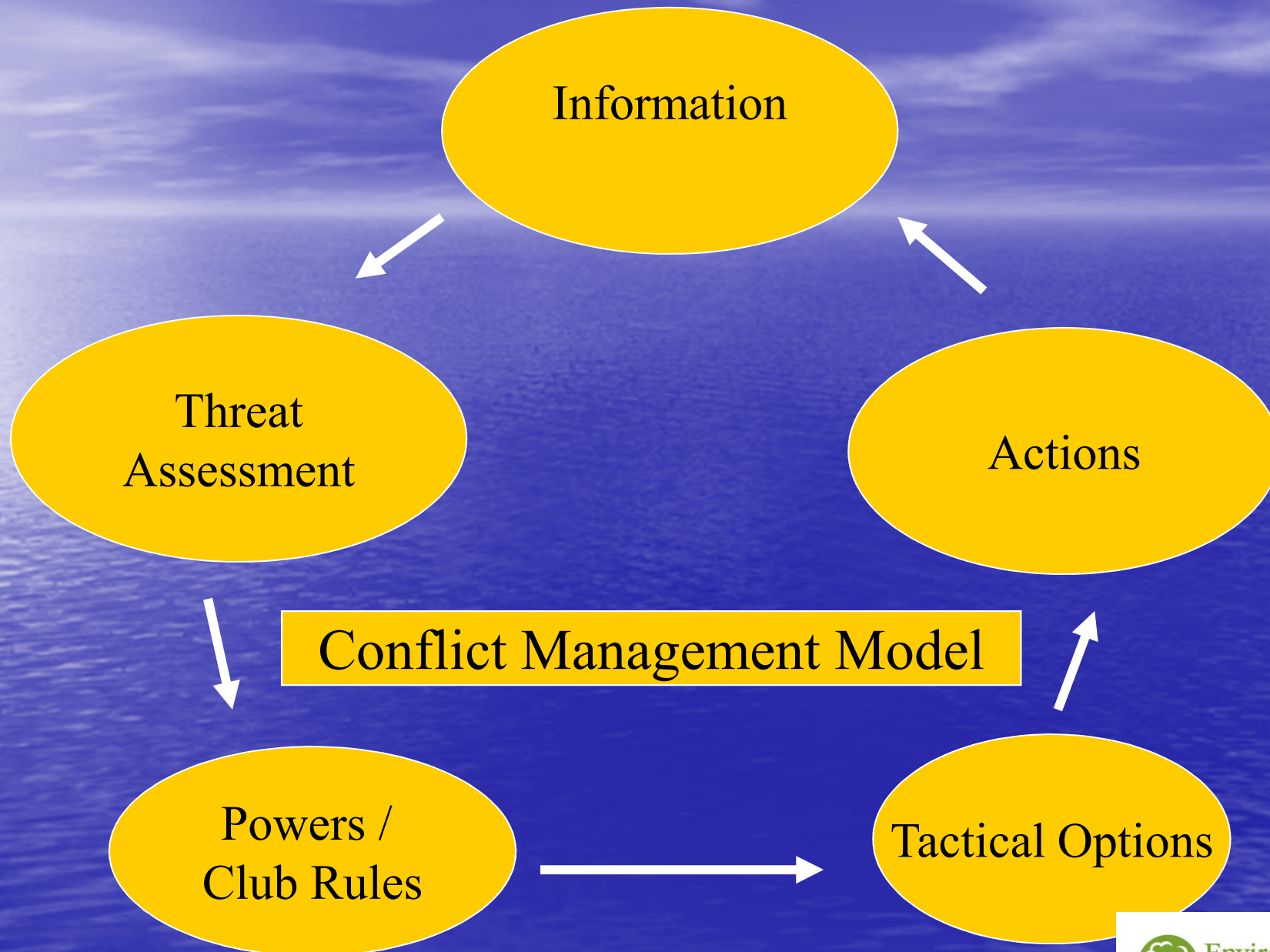
Environment
Agency

The Conflict Management Model

The Conflict Management Model has been adopted to support and assist decision making as to the most appropriate response to any given situation. It seeks to counter any conflict by logical progression through five key stages.



Environment
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Threat Assessment

- High Risk
- Unknown Risk
- Low Risk –There should be **NO** Low risk. This can lead to complacency. What is important is that there is no immediate or obvious risk or threat identified you must still remain aware of the need for safety.

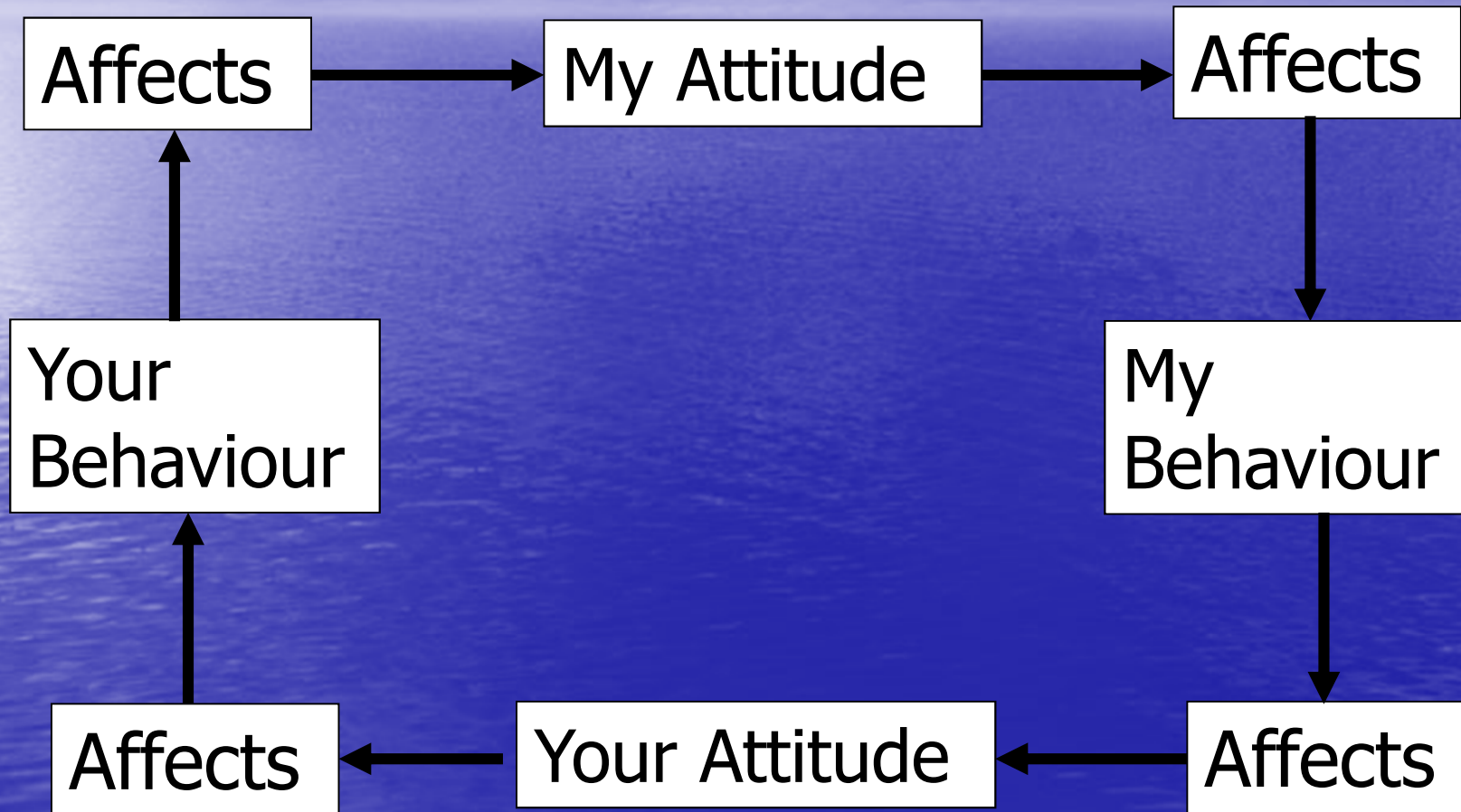


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Levels of Behaviour

- Compliance
- Verbal resistance and gestures
- Passive resistance
- Active resistance
- Aggressive resistance
- Serious aggressive resistance

Betaris Box



Threat Assessment

- Subject
- Objects
- Place

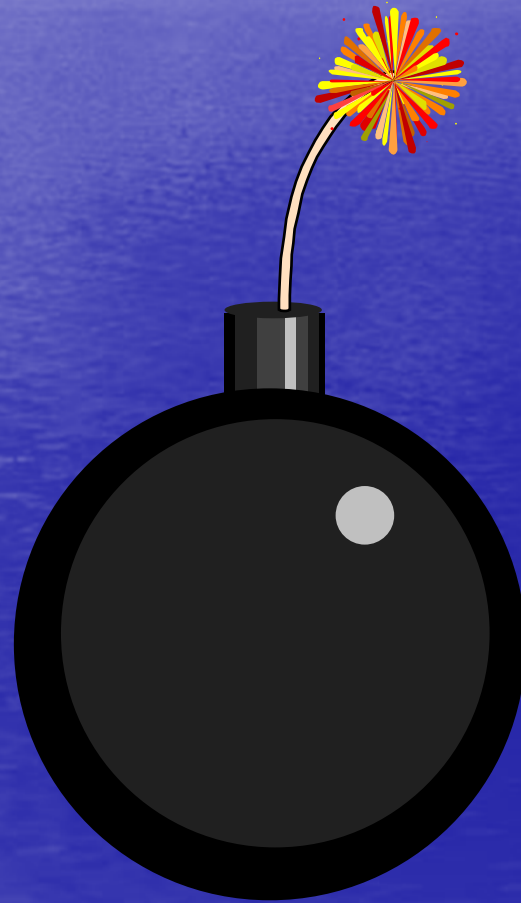


Threat Assessment

- Size, build, age, gender.
- Numbers, place, verbal gestures.
- Condition; alcohol, drugs, mental state.
- Weapons; knives, etc
- Place; river, still water, escape routes etc



Warning / Danger Signs



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Warning

- Breathing accelerates.
- Staring, eye contact.
- Head is back.
- Stands tall.
- kicking ground.
- Nervous behavior.
- Exaggerated movements-hands.

Danger

- Fist clenching.
- Facial colour changes.
- Lips tighten.
- Hands above waist.
- Stance changes.
- Glance away then at target area.
- Lower body to attack.

Powers and Club Rules



Common Law

Includes a persons right to protect themselves from attack and defend others.

To prevent breach of the peace, and if necessary use reasonable force in doing so.

This includes where justified the use of a pre-emptive strike.

Honestly held belief as to the circumstances can be relied upon as a defence

Section 3 Criminal Law Act 1967

A person may use such force as is **reasonable** in the circumstances in the prevention of crime, or in effecting or assisting in the lawful arrest of offenders or suspected offenders or of persons unlawfully at large.



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Tactical Options

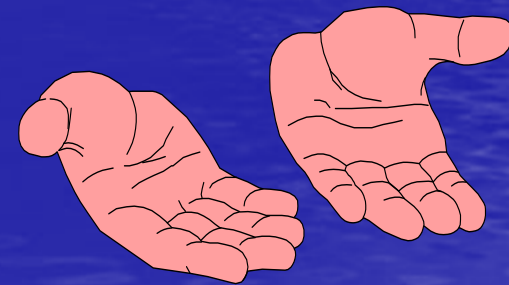
- Communication skills
- Leave
- Distance and assess the situation again
- Phone for Police assistance
- Make notes

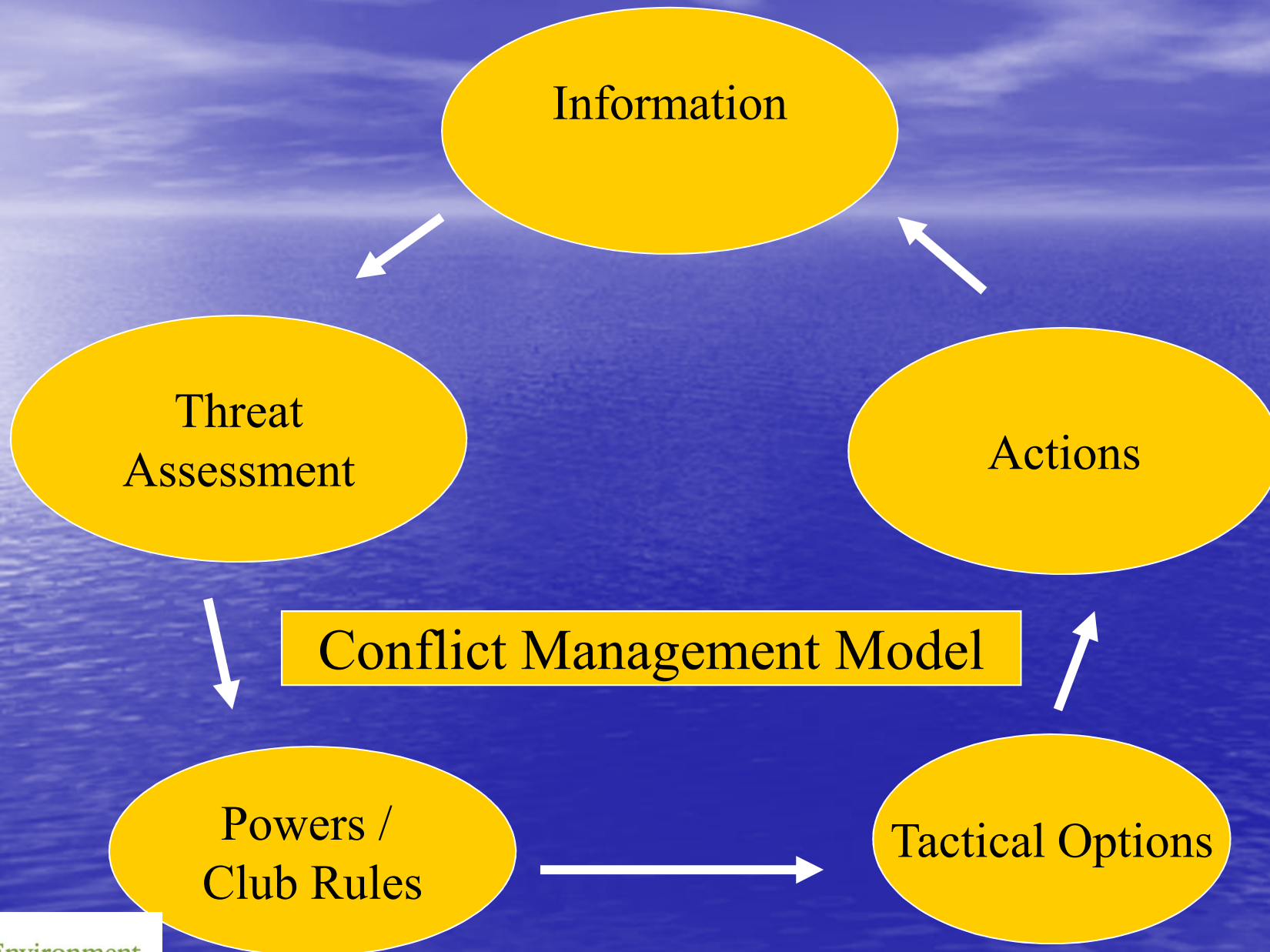


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Tactical Options – What makes it worse

- High Risk / Unknown
- Subjects impact factors
- impact factors
- Place
- Objects
- Warning & Danger signs
- Back to the conflict model





Summary

- Always assess risk and keep updating assessment
- Make notes
- Better to walk away and take evidence than....
- Enter conflict and gain nothing
- Most important –
- **You are able to go home!**