



Bulletin #: 2025-44 (updated)

Date: October 23, 2025

To: Member Associations
Independent Teams

CC: Board of Directors
District Coordinators, UICs, PUIC and Staff

From: Diane St-Denis, Executive Director

Subject: Training - Navigating conflicts and complaints

Need help navigating conflicts or addressing complaints?

Coaches and Association Leaders are invited to join us in January/February 2026 for free conflict resolution and complaint management workshops delivered by Now What Facilitation.

Team Building through Conflict Management

Conflict is uncomfortable, and our workshops offer an enjoyable and comfortable environment for teams and participants in a variety of roles (staff, parents, athletes, youth athletes, board members and administrators) to develop skills in anticipating, addressing, and preventing conflict. Upon completion, your team will be equipped to handle conflicts confidently and productively, a skill that is crucial for long-term success. Certified coaches will receive three (3) PD points in The Locker.

Target Audience: Association/Club Executives, Board Members and coaches
Softball BC District Coordinators

Dates: The training consists of three 90-minute sessions: Tuesday, January 20th; Thursday, January 22nd; and Monday, January 26th. All sessions start at 6:30 pm.

[Register here!](#)

Complaints Management and Interview Training

This training focuses on Effective Complaint Management and Interviewing in Sports. It covers reasons for complaints, legislation, types of interviews, effective communication, the five stages of interviews, addressing interviewer bias, and conducting strength-based, culturally agile, and trauma-informed interviews. Overall, the training is designed to build confidence in addressing both formal and informal complaints, as well as maintaining positive relationships.

Target Audience: Association/Club Executives and Board Members

Dates: The training consists of three 90-minute sessions: Tuesday, February 3rd; Thursday, February 5th; and Monday, February 9th. All sessions start at 6:30 pm.

[Register here!](#)