

Case Study 1: Daniel

Facts of the case

- You are coaching at a training event.
- In the warm-up, you observe a parent (Adam) who is very frustrated with their child (Daniel, 8). Adam grabs Daniel's arm and marches him towards his pony exclaiming about how much money they've invested in the pony and Daniel's training. Daniel is crying.
- Someone next to you comments that Daniel has been a nightmare today, refusing to take part in activities with the other children.

Q: How should you respond?

Recognise: What warning signs are there here? Know what to look out for.

Respond: Use active listening and open questions. Remain calm and don't share personal opinion.

Report: Consider confidentiality at all times. Pass relevant information to relevant people.

Record: Record the facts, your concerns, and any action taken in writing.



**Need some
help?**

Questions to consider:

- How can you prevent this situation from escalating?
- Have you got all the information you need? What conversations would you want to have with Adam and Daniel?
- Depending on what you learn, what might your next steps be?
- Who do you need to tell about this incident?

Notes: