

MANAGING CONFLICT IN YOUR CLUB

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District 9510

July 2023

AIMS FOR SESSION

- As president, understand the sources of potential conflict in your club
- Identify different methods used to resolve conflict
- Develop and implement an action plan to reduce & manage conflict in your club

POTENTIAL FOR CONFLICT

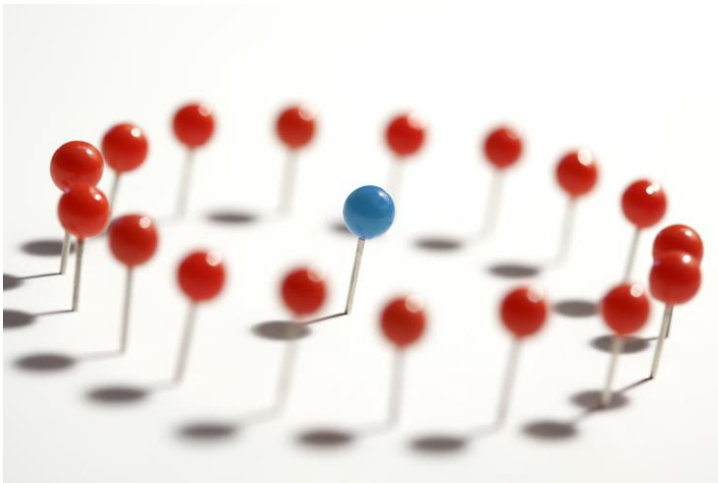
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- Voluntary organisations are strongly values-based, and may experience intense conflicts about directions and policies.
 - Volunteers can assume a special “ownership” of a project or organisation
 - Their interest can involve such dedication that it can become a passion. For some, this can reach the level of obsession.
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SCENARIOS

- FOOD
- VENUE
- CLIQUES
- FINANCE
- OWNERSHIP PF PROJECT OF JOB
- BULLYING



WHAT IS BULLYING



- repeated treatment of a person by other(s) which is unreasonable and inappropriate which is expected to intimidate, offend, degrade, humiliate, undermine or threaten.
- Can be physical or psychological by a person who perceives that they are in a position of power or authority.

THE IMPACT OF CONFLICT



- Disputes are time-consuming, and get in the way of the good work.
- Impact public image and reputation.
- Adversely affect membership, morale, relationships and fund-raising potential.
- Conflicts, left to themselves, nearly always grow!

THE IMPACT TO MEMBERS



Members

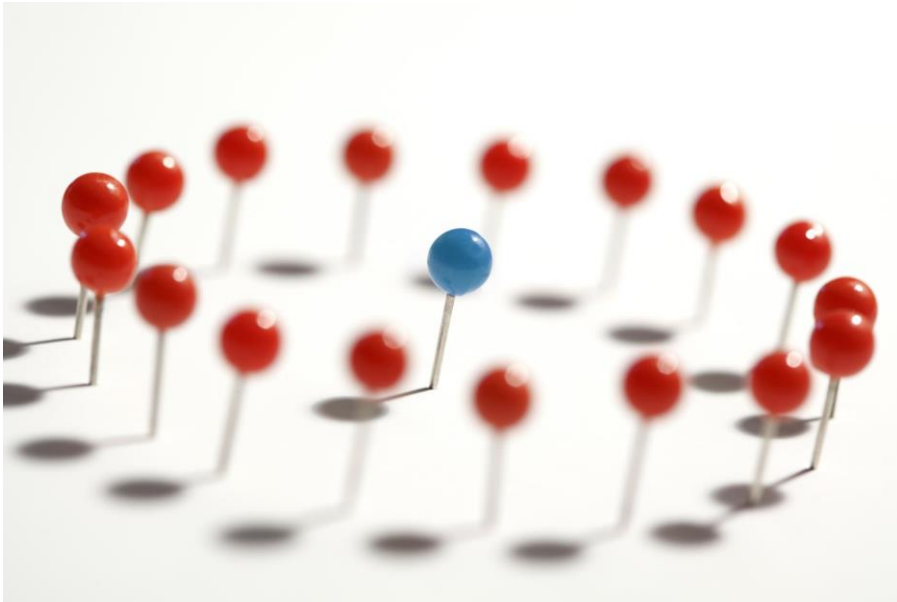
- Become disinterested
- Become negative
- Take leave of absence
- Join another Rotary Club
- Resign from Rotary

THE IMPACT ON THE CLUB



- Becomes focussed on conflict and not service
- Becomes divisive rather than inclusive
- Loses another member
- Becomes a smaller club
- Loses its vitality
- Loses critical mass
- Fails to meet its reason for being
- Club folds

MANAGING BULLYING



- Adopt a bullying policy for your club
- If you observe it, intervene
- If you are bullied, inform the perpetrator, that you consider the behaviour to be 'bullying' and that you want it to stop
- The President of the Club or District conflict committee should intervene if the bullying continues

- The club by laws/constitution must provide a process of conflict resolution
- Train the board to be conflict competent
- Plan crucial conversations
- Procedural fairness
- Seek assistance from district conflict committee
- Use 4-Way test as guidance

MANAGING CONFLICT



TYPES OF INTERVENTION



- Advisory
 - Counselling – Coaching – Investigation
- Facilitative
 - Negotiation – Mediation – Facilitation
- Determinative
 - Adjudication – Arbitration

OUTCOMES FOR CLUB



- Retention of members who may otherwise leave.
- Happier & healthier club atmosphere
- Greater focus on service

HOW TO RESOLVE CONFLICT

Acknowledge the conflict

Ignoring an issue could lead to further arguments, disagreements and potentially even hurt feelings.

Avoid this by acknowledging the issue out loud and letting the concerned parties know what is happening.

It may not be pleasant but getting it out in the open can then allow everyone to work on a solution.

Be RESPECTFUL

COMMUNICATE



It is important that all parties can have their say when a conflict arises.



Open and honest communication will help the group know exactly where everyone is at and help the group understand where a grievance might be coming from.



Be respectful and clearly state the issue and how you're feeling, but also make sure that you listen and are prepared to consider that people are allowed to see things differently.

LISTEN AND FIND A SOLUTION

- When listening to others, make sure you listen attentively and try to understand where they are coming from with empathy.
- Not everyone is the same – we all have different upbringings and experiences which can shape our understanding of what it means to communicate, what can upset one person may not upset another; give people space, yourself included, listen and do your best to bring understanding.
- This allows the parties to then start working towards a solution



REFLECT ON WHAT YOUR PART IS

- It's important to be honest with ourselves as to how we have been with the group as well.
- Have we stepped up to what's need or pulled away and withdrawn from the opportunity?
- Have we been reactive and shut people down or have we been open, clear and considerate? No one's perfect but reflecting on the part we've played and taking responsibility for it can be a great growth opportunity and can often help the others in the groups to do the same – but not always! Be aware, take responsibly and move on, let others come to understand their part in their own way – you don't have to force it down their throat! That never gets anyone anywhere anyway.

REMEMBER THE IMPORTANCE OF RELATIONSHIPS

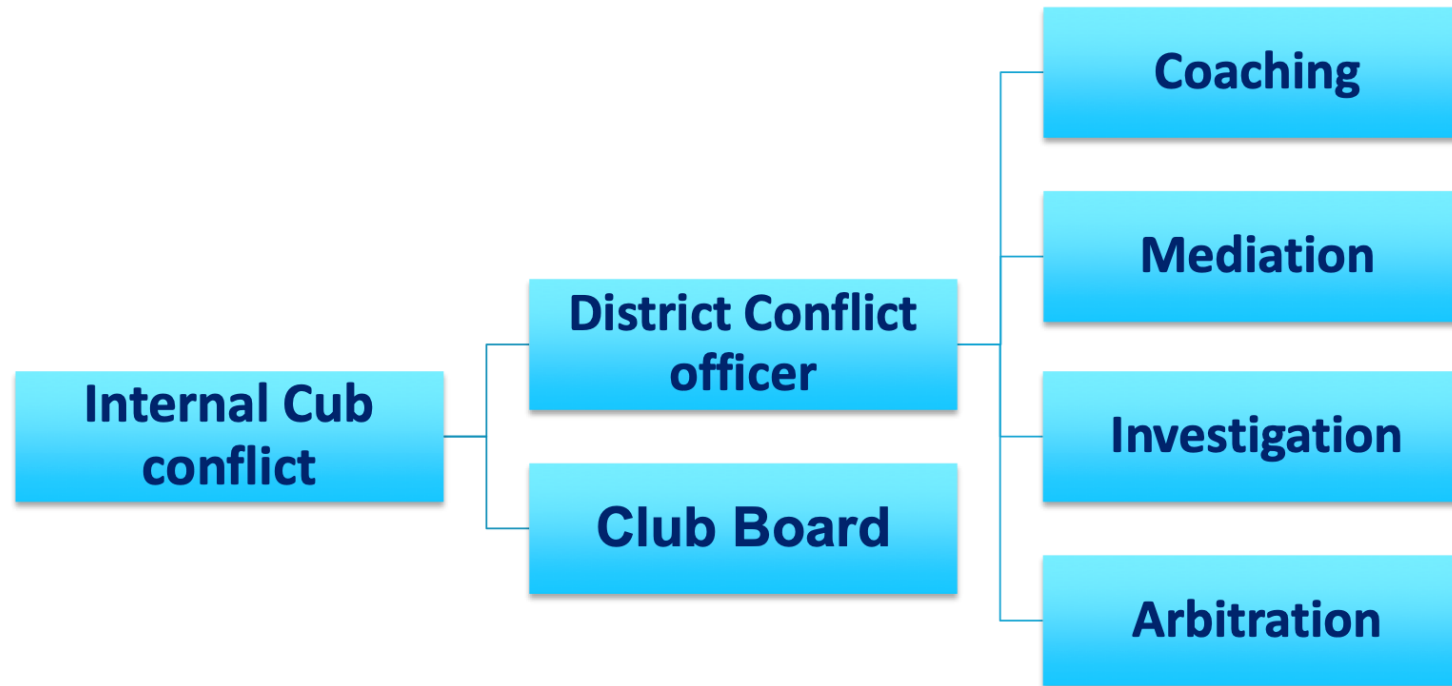
At the end of the day, a conflict is usually a smaller blip in a bigger picture.

You don't have to be friends, but it's probably more useful if you aren't butting heads

In life, you have to be able to work with all sorts of people.

Keep the bigger picture in mind and be respectful, composed and decent to everyone

CONFLICT MANAGEMENT SYSTEM



ACKNOWLEDGEMENTS



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Rotary 
District 9510

 CREATE HOPE
in the WORLD