

# MANAGING CONFLICT IN YOUR CLUB



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## 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



## THE POTENTIAL FOR CONFLICT

- 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.



# SCENARIOS

- Food
- Venue
- Cliques
- Religion or politics
- Finances
- “Ownership” of a project or 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!



### Members

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



## THE IMPACT ON 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



## MANAGING CONFLICT

- 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



## TYPES OF INTERVENTIONS

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



# CONFLICT MANAGEMENT SYSTEM



## OUTCOMES FOR CLUB

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



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**Be a gift to the world**

