

# PETS March 22 2025

---

Conflict Management  
Self-Care/Avoiding  
Burnout/  
Mentor Support

---

1

## Conflict Management causes

---

Give me some examples of causes  
from your own experience



2

# Stages and signs

Different stages:



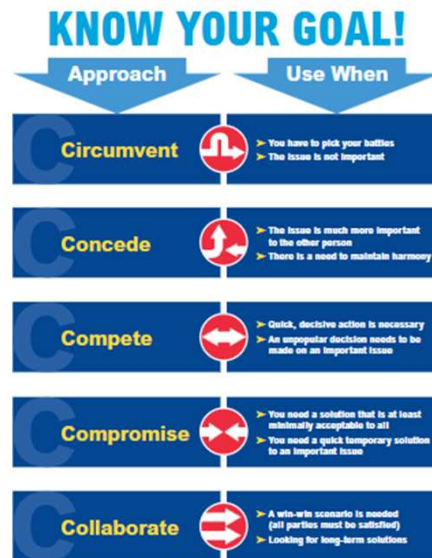
**Exercise:**  
Write on a sticky note an example of warning sign that may arise in your Rotary Club

**Come stick it next to the most appropriate phase on the sign**

3

# Conflict Management ingredients and goals

- Rotary 4-way Test
- C's of conflict management?
  - Collaboration
  - Communication
  - Camaraderie or Care
  - Commitment for a solution
  - Compromise
- Skills required
  - situational awareness
  - emotional awareness and self-regulation
  - active listening
  - verbal and non-verbal communication and negotiation skills



4

## Complex conflicts require advanced tools



Depending on stage at which the conflict is tackled, there are 3 possible ways:

**Negotiation** (direct discussion with no additional party)

**Mediation** (1 facilitator)

**Arbitration** (several mediators, 1 for each party)



If mediation or arbitration is required, major components (ABC method) need to be understood by all for the resolution process to start:

**Attitudes**

**Behaviour**

**Context**



If only negotiation is required, respect the 4 Rs:

**Recognize**

**Respond with Respect**

**Resolve**

**Reflect**

5

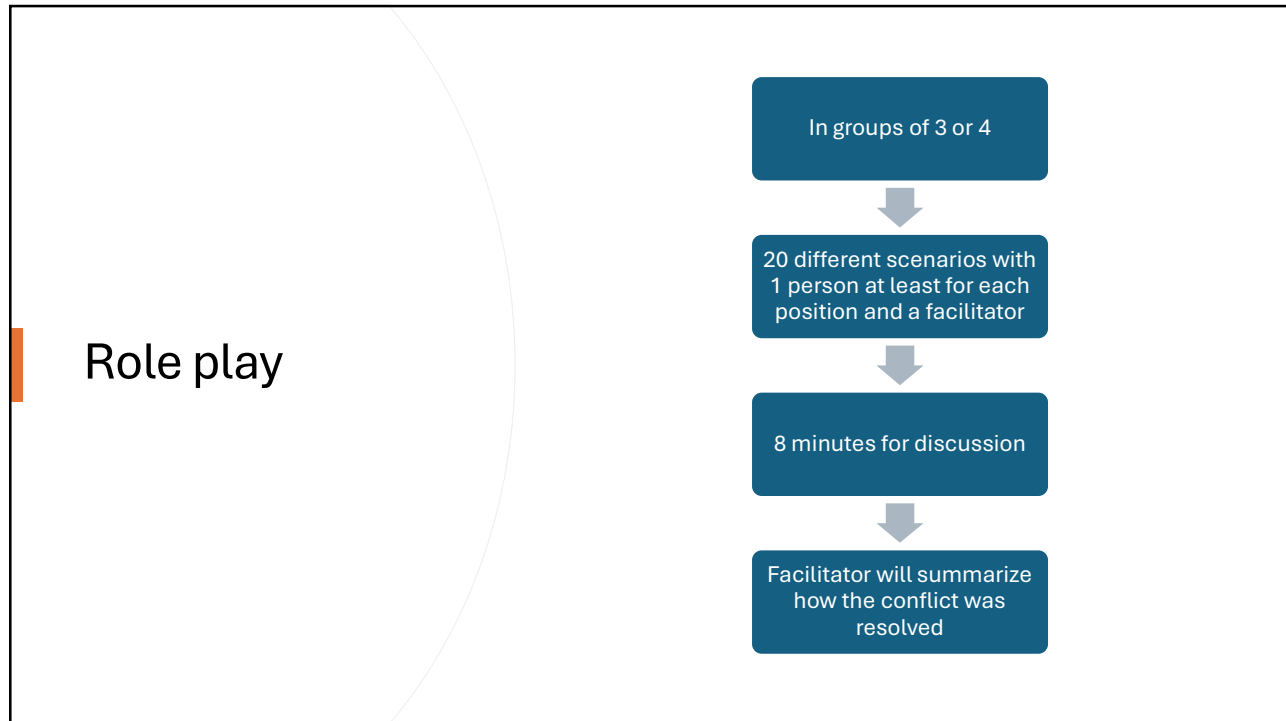
## Settlement & Peacebuilding

### Some Keys to Resolve Conflicts

- Talk directly to assess the situation
- Plan ahead/prepare the content (i.e. choose a good time and setting, agree on who will talk first, make notes on important facts so nothing is forgotten, ensure the attitude is positive)
- Allow everyone to give information on perception of the facts to identify the root cause(s)
- Be mindful of the language you use (i.e. I statements, no blame or name-call)
- Listen, empathize and recognize (i.e. repeat the other person's perception in your own word)
- Acknowledge the gaps in perceptions and individual accountabilities to the situation
- Work on a solution
- Appreciate each party's contributions to the solutions
- Follow through on the actions agreed upon
- Monitor the effectiveness of the actions from an objective party if necessary

Multiple videos on you tube from Dr. Pollack (i.e. 1 minute you tube video)

6



7

# Burn-out: definition and causes

**What is it?**  
An official medical diagnosis with physical, emotional and behavioural symptoms

**6 Causes of Burnout**

- Workload
- Perceived lack of control
- Reward
- Community
- Fairness
- Values mismatch

8




## Risk factors

- Who is at risk to experience it?
  - **high need to achieve or perfectionist tendencies**
- Factors that impact the risk: varying levels of
  - Emotional self-awareness
  - Self-management
  - Conflict management skills
  - Ability for empathy towards self
  - Compassion

9

## Recognize the signs

|                         |                        |                                      |
|-------------------------|------------------------|--------------------------------------|
| Getting sick more often | Destructive behaviours | Cynicism                             |
| Inefficacy              | Invasive thoughts      | Inability to focus/memory loss       |
| Feeling of drowning     | Sleep issues           | Dreading certain tasks               |
| Depression              | Need to isolate        | Not taking time for other activities |



10

## 12 stages of burnout

- Excessive drive or ambition
- Pressure on self to work harder
- Neglect of your own needs
- Dismissal of your problems (“displacement of conflict”)
- Lack of time for your needs outside of work
- Denial and impatience
- Withdrawal
- Behavioral changes, including impatience or aggression
- Detachment from reality ([depersonalization](#))
- Inner emptiness or anxiety
- Depression
- Mental or physical collapse

11

## Self-care & avoiding burn out

- If signs appear, understand the sources of our frustration or anxiety as it improves our ability to consider different responses & reevaluate our perspective of the situation
- Use your favourite tools to stay calm, control impulses, and act appropriately when faced with stress
  - deep breaths,
  - meditation/mindfulness,
  - tactile butterfly while reminding yourself of your own qualities,
  - hypnosis,
  - Physical activity (Sport, walk in nature, etc.)
  - Writing about 3 daily gains (things that did not exist in your life when you woke up that day)
- ASK FOR HELP & REST

12

## Mentors support



- Past President
- Other Rotarians you trust
- Your Assistant Governor
- Your Governor
- The other presidents in your area