

## D9500 Resolving Conflict with Integrity

*Promoting integrity through ethical behavior is an essential part of what it means to be a Rotarian. Two standards developed by Rotarians — The Four-Way Test and the Rotary Code of Conduct — provide a road map for ethical behavior in the workplace and other areas of life. (An Introduction to Vocational Service p3)*

### Creating a culture of respect and integrity

1. Leaders as positive role models: encouragement of open, objective and respectful relationships and expressions of opinion.

*I don't want to be remembered as the girl who was shot. I want to be remembered as the girl who stood up.* Malala Yousafzai

2. Establish clear guidelines and expectations for the successful operation of the club: use team discussions/data gathering to reach shared protocols for appropriate conduct based on Rotary's values
3. Implement these guidelines for club operations and relationships within the club; use examples of positive as well as negative experiences.
4. Do not condone unacceptable behaviour; remember

*The standard you walk past is the standard you accept* David Morrison

*Peace is not absence of conflict, it is the ability to handle conflict by peaceful means.* Ronald Reagan

5. Re-enforce a positive environment within the club: be open and transparent with members and provide affirmation and constructive feedback

### Why does it matter?

Benefits include:

- Greater engagement in the club by members
- Increased likelihood of retaining members
- New members will be more likely to join the Club
- Skills and contributions are valued
- Sense of belonging and harmony
- Increased respect for each other: no low-level snide comments, bullying, rudeness, discourtesy, defending of the indefensible, relationship breakdown.

### Mediation

- Mediator is impartial; mediation is voluntary & confidential; those involved need to feel valued
- Mediator meets with both parties individually; establishes what each considers important and any common ground
- Mediator then meets with both parties together; encourages each to outline their view, without interruption to ensure each feels heard
- Mediator listens carefully to all issues; gives a précis of them; discusses resolution options and tests them
- Mediator ensures everyone is satisfied before concluding: resolution is about meeting their most important needs, not all their needs