

Reach Within to Embrace Humanity 2011-12



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Conflict Resolution

Rotary District 9680 Symposium

11th September 2011



Aim of the Presentation

- This presentation is aimed at Rotarians who have a basic understanding and limited practical experience of conflict/dispute resolution and complaints handling processes.
- It focuses on my experience setting up a Grievance Committee in 2011-12 and the need for a Rotary training program



What Not to Do

- If you notice a member or partner in your club is unhappy or has raised a complaint you can:
- ignore him/her and the problem will go away eventually
- try to talk the person/s out of it by saying it is not important
- tell the person to forget about it
- make jokes over dinner in front of others
- the member was probably going to resign anyway
- it's not my problem so I'm not getting involved
- it was his/her choice and every end is a new beginning



Conflict Resolution

- Possible benefits/outcomes from setting up a Grievance Committee:
- Retention of members who may otherwise leave.
- Happier club atmosphere
- Better outcomes and mutual respect for all Rotarians



Conflict Resolution

- Why form a Grievance Committee?
- I can speak for NGO's in the disability sector where a Grievance Policy and Grievance Committee is mandatory in order to comply with the NSW Disability Services Standards to receive State funding.
- The aim of each Grievance Committee is to process complaints according to its policy and achieve continuous quality improvement (CQI) in the sector.



Conflict Resolution

- **Grievance Committee Benefits/Outcomes:**
- From 2002 evidence base indicates:
- Raising an issue or making a complaint is transparent and normal
- All Meeting Agendas include Grievance to reinforce this message
- Retention of staff long term and 'Hidden Agendas' have disappeared.



Conflict Resolution

- Following this session you will be able to:
- Identify different methods used to resolve conflict
- Develop and implement an Action Plan to form a Grievance Committee in your club
- Identify Training Plan and opportunities to increase skills in conflict resolution, complaint and dispute handling



Conflict Resolution

- **Definitions:**
- Conflict Resolution
- Complainant
- Complaint
- Grievance Process
- Mediation
- Counselling



Conflict Resolution

- Conflict Resolution
- Conflict Resolution addresses potential and actual conflict by building bridges, fostering mutual understanding, early intervention and application of conflict resolution techniques.



Conflict Resolution

- **Complainant:**
- a person who has lodged a complaint
- Informal or formal, verbal or written
- has a right to be heard
- has ownership of complaint and decision-making



Conflict Resolution

- **Complaint:**
- Issue raised by a complainant/s or by another person/s
- Issue may be about unfair treatment, abuse, harassment, exclusion, lack of mutual respect, breach of privacy, discrimination or another issue not listed here



Conflict Resolution

- Grievance Procedure – process to be used, decided by complainant/s:
- No action required - the complainant/s simply wants their issue to be heard.
- Informal – complaint usually resolved at local level.
- Formal – resolved formally with independent mediation or counselling if necessary.
- Unsuccessful resolution – investigation.



Conflict Resolution

- Mediation - the process whereby an impartial third party (the Mediator) assists parties in dispute to agree on terms to resolve their dispute.
- Mediation fits as an alternative resolution process
- Mediation is an independent process



Conflict Resolution

- Counselling - talking with a person in a way that helps that person solve a problem or change behaviour
- Counselling fits as an alternative resolution process
- Counselling is an independent process



Conflict Resolution

- **Setting up the Grievance Committee:**
- Club Membership Plan for 2011-12 includes:
- Formation of a Grievance Committee consisting of President and 2 club members who have demonstrated:
 - an empathy for others
 - listening skills
 - awareness of cultural considerations



Conflict Resolution

- Tasks for the new Grievance Committee:
- Action Plan - a list of tasks, person responsible and expected completion dates
- Terms of Reference, Policy, Training
- Flow Chart of roles & responsibilities
- Rotary 4 Way Test as a benchmark





Conflict Resolution

- Learning Objective for the Grievance Committee:
- Identify Training options within Rotary:
- Conflict resolution training at PETS by Rotary World Peace Fellows or Rotary Alumni
- Share training resources by organising a joint project between clubs to share PETS training resources - a Zone project
- District E-Manual on Conflict Resolution distributed to clubs for internal training
- Webinar training or videos through E-News



Conflict Resolution

- The Rotary Foundation
Program – Educational:



- Did you know that Rotary World Peace Fellows study peace and conflict resolution?



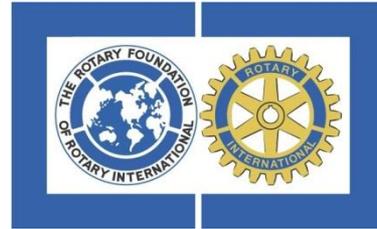
Conflict Resolution



- Since 2002-03, 3 Rotary Foundation World Peace Fellows have been sponsored by Rotary Clubs in District 9680; Balgowlah, Roseville Chase and Mosman.



Conflict Resolution



- Each year since 2002-03, up to 110 fellows have been sponsored by Rotary Clubs in Australia to study at one of the 6 Rotary Centres for International Studies in peace and conflict resolution for a master's degree or certificate.



Conflict Resolution



- What does that mean for District 9680?
- District 9680 has figured prominently in this program sponsored by clubs and The Rotary Foundation. Refer to your District Directory for more information.



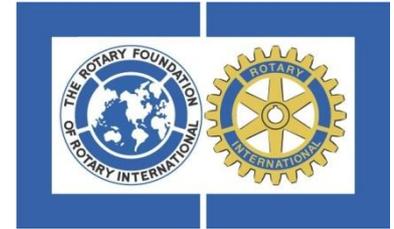
Conflict Resolution



- What does this mean for the 66 clubs in District 9680?
- An opportunity exists to tap into the Alumni Association to build relationships with Rotary
- Clubs can actively search for suitable candidates for 2013-14 academic year with applications for Rotary World Peace Fellowships due on 1 May 2012



Conflict Resolution



- Rotary Foundation Program
Educational:
- Did you know The Rotary Foundation Alumni maintains an association with past Rotary World Peace Fellows? There are 5500 Alumni in Australia and 110,000 Alumni worldwide.



Conflict Resolution

- Another training option?
- The Rotary International Fellowship for Conflict Resolution:
- Agenda
- Encourage conflict resolution training for Rotarians
- www.roti.net/rconresa.html



Conflict Resolution

- Mediation www.fightingfair.com.au
- Counselling www.theaca.net.au
- Grievance Procedure
www.antidiscrimination.tas.gov.au
- Conflict Resolution Network www.crnhq.org
- Complaint- Office of the Australian Information Commissioner (Privacy Act 1988 (Cwth))
www.privacy.gov.au/complaints/how



Conflict Resolution

- **Topics not covered:**
- Power, violence and challenging dynamics
- Discrimination
- Diversity
- Techniques for negotiating, debriefing
- Recording, reporting, investigating
- Use of interpreters, alternative communication methods



Conflict Resolution

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