



Addressing Challenges in Your Clubs and District

RELEVANCE: Rotary leadership may bring you with several challenges, which might relate to your own responsibilities, personality conflicts, or management of people differences, disagreements or conflicts.



Addressing Challenges in Your Clubs and District

Learning Objectives

After this session, participants will be able to:

- Recognize ways to address differences in your leadership function
- Address difficult conversations and challenges that may arise at any moment

Rotary



TOGETHER WE SEE A WORLD
WHERE **PEOPLE** UNITE AND TAKE ACTION
TO **CREATE** LASTING
CHANGE ACROSS THE GLOBE
IN OUR COMMUNITIES AND IN OURSELVES

ROTARY'S VISION STATEMENT



Crucial Conversations Framework

1. Separate Facts from Stories (Judgements and Assumptions)

- • Talk it out
- • Act it out.



Crucial Conversations Framework

2. “Master Your Stories to Master Your Emotions”

- a) What’s my role?
- b) Why would a rational (reasonable) person do this?
- c) What can I do to move toward what I want?



Crucial Conversations Framework

3. Path to Action

- See/Hear
- Tell
- Feel
- Act



Crucial Conversations Framework

4. The LARA Method for Managing Tense Talks

- **L**isten
- **A**ffirm
- **R**espond
- **A**sk Questions



Addressing Conflict

What is conflict?

- Is conflict positive or negative
- Should we avoid or embrace it?



Addressing Conflict

What is conflict?

- A disagreement or argument between people or groups
- Something that happens between or within people or groups
- A perceived threat to needs or interests
- A choice between multiple needs, interests, or concerns



Addressing Conflict

Causes of conflict?



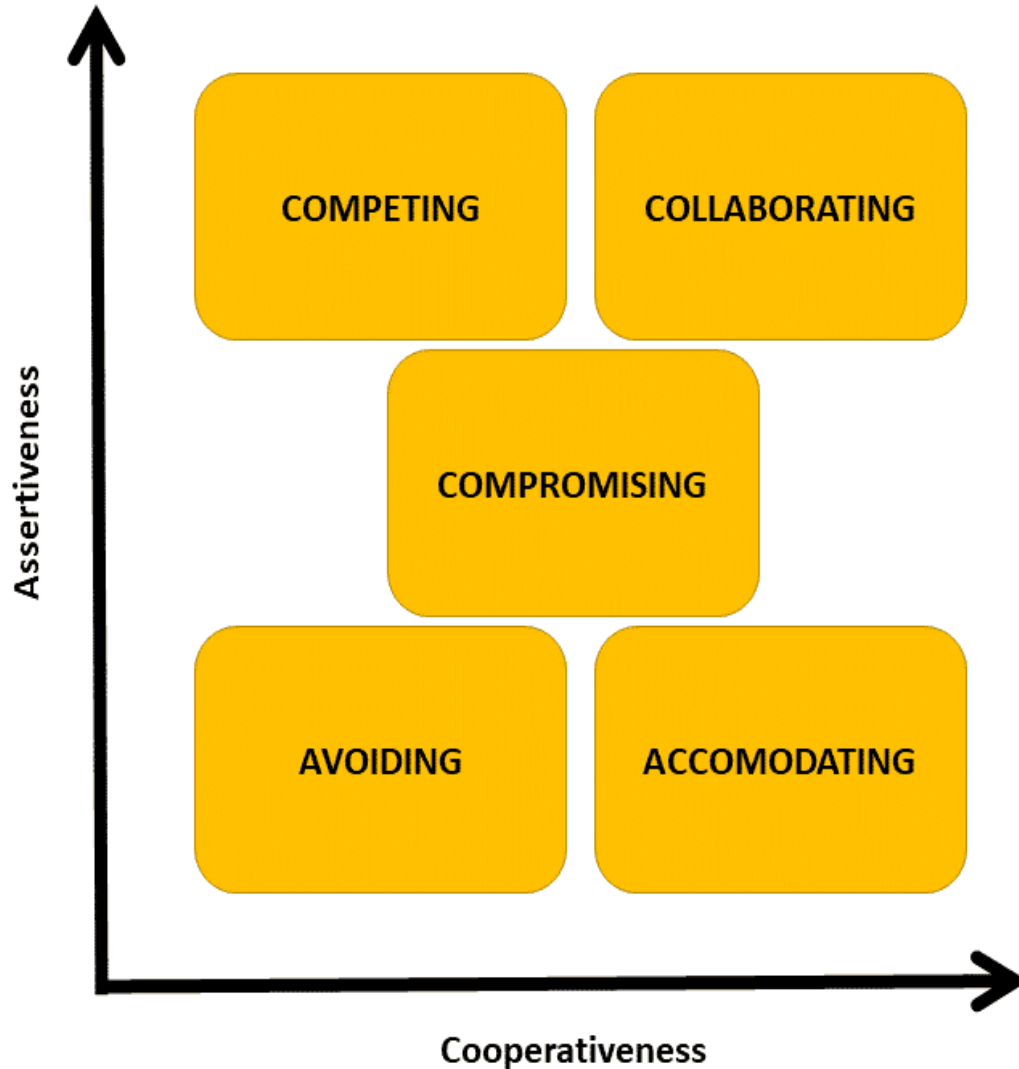
Addressing Conflict

Causes of conflict?

- Poor communication/misunderstandings
- Unclear expectations
- Real or perceived unfairness
- Harassment or bullying



Conflict Styles





Addressing Conflict

Conflict Management Styles

- **Accommodating** (unassertive and cooperative). People that neglects their own concerns to satisfy the concerns of others.
- **Avoiding** (unassertive and uncooperative). The person pursues neither their own concerns nor those of others.
- **Competing** (assertive and uncooperative). Pursuing one's concern without regard for others' concerns.
- **Compromising** (assertive and cooperative). To find a mutually acceptable solution that partially satisfies all parties.
- **Collaborating** (assertive and cooperative). Working together to find a solution that satisfies everyone's concerns.



Addressing Conflict

Levels of Conflict

- **Issue** (Misunderstanding or confusion)
- **Disagreement** (Sarcasm, divergence)
- **Struggle** (Unresolved issues or emotional arguments)
- **Confrontation** (People against each other)
- **War** (Combative approach)



Levels of Conflict



Issue

- Misunderstanding
- Confusion



Disagreement

- Sarcasm
- Divergence



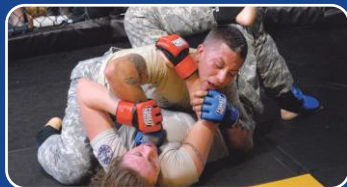
Struggle

- Unresolved issues
- Emotional arguments



Confrontation

- People against each other



Combative

- Fight, people leaving



Addressing Conflict

Evaluating conflict-Practical Exercise?

- **Feasibility.** Probability if the best or worse alternatives would occur
- **Impact.** Which option would be the most positive?
- **Consequences.** What might be the consequences of this result?
- **Cost.** What is the cost, physically, financially or emotionally?



Addressing Conflict

Evaluating conflict?

- Think about a conflict you recently encountered.
- What kind of conflict was it?
- What was the cause?
- Was it positive or negative?



Steps in Resolving Conflict

- Emotional awareness
- Listening first
- Speak up your concerns
- Be tactful and respectful
- Focus on the issue, not the person
- Think about the present and future (avoid the past)



Addressing Conflict

Discussion Questions

- **What strategies you will use to become more comfortable with difficult conversations**



Addressing Conflict

Discussion Questions

- **When approaching a difficult or uncomfortable situation, what considerations do you need to make?**



Addressing Conflict

Discussion Questions

- What successful strategies or tips from your own experience can you share for handling these situations?



Addressing Conflict

- Do you have an example of how you successfully navigated a difficult conversation or a challenging interaction?



Addressing challenges in your district

Scenario 2

At a training seminar, one of your presidents-elect consistently speaks over other participants and takes every opportunity to express a contrary opinion about the priorities of Rotary's Action Plan. You can see that this behavior is having a negative effect on the experience of other participants.

1. **What would you do? And Why should one intervene?**
2. **What is the issue that you would like to address?**
3. **What information do you need? And what action would you take?**



Addressing challenges in your district

Scenario 3

One of your clubs has tried to involve more participants from the community in its meetings and service projects. However, it has not had a sustained increase in its membership in the past five years. Either the people the club invites don't join, or they join but leave after one or two years. You've heard that the club doesn't provide a welcoming environment to new members, especially those from groups that are not currently represented in the club.

- 1. What would you do? And Why should one intervene?**
- 2. What is the issue that you would like to address?**
- 3. What information do you need? And what action would you take?**



Final Reflections

- Reflect on the topic addressed today, is there anything that motivate, inspire or give you an Aha! Moment?
- Please write down an idea that you will use or implement personally, professionally or as an AG
- Please fill out the PETS survey



QUESTIONS?



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Resources in Addressing Conflict

American Management Association, [The Five Steps to Conflict Resolution](#)

Doyle, Alison, [Conflict Resolution: Definition, Process, Skills, Examples](#)

Shonk, Katie, [What Is Conflict Resolution, and How Does It Work?](#)

Spires, Cheryl (reviser), [Resolving Conflict Constructively and Respectfully](#)

Wolff, Rebecca, and Jenette Nagy, [Training for Conflict Resolution](#)