Easy stages guide to Challenge Bad Behaviour

Objectives

1. To provide a structure for members to share with other members ways in which their attitudes and behaviours help or hinder the smooth running of the club.
2. To identify behaviours that cause stress and conflict.
3. To identify bad and unacceptable behaviours from members
4. To identify good and acceptable behaviours in the club.

Outcomes

1. A greater awareness by members of their attitudes and behaviours and how they affect other club members.
2. A better understanding and appreciation of members’ views.
3. A willingness to discuss openly and negotiate agreements moving forward.

Process

Group process in which individuals can express and exchange views and opinions, outlining behaviours that a member’s views as helping or hindering the success of the club. This will be carried out in a controlled setting without interruption. After open discussion and clarification members will agree a code of practice and way forward for the club.

Time

One and a half to two hours depending on size of group and level of communication among members.
Planning

1. Executive to organise and plan the programme.
2. Choose a facilitator from outside the club, Federation Consultative Counsellor or Membership Officer from Region / National Association.
3. Set a date, convenient for members and facilitator.
4. Choose the venue.

At the Meeting

Guidelines / Ground Rules

1. One person to speak at a time
2. Listen without interrupting
3. Communicate views assertively not aggressively
4. Attack the problem not the person
5. Openness and honestly about one’s behaviour is expected and essential for positive results
6. Accept and respect individual opinions
7. Don’t jump to conclusions or make assumptions about what another person is feeling
8. Focus on areas of common interest and agreement
9. Forget the past and stay in the present
Individual and Group Work

Three Way Sort – using Post-its

Stages in the Process

To identify and reach an agreement on unacceptable and acceptable behaviours amongst members of the club.

Three questions are identified (or similar choice)
1. What do we need to stop doing?
2. What do we need to start doing?
3. What do we need to hold on to?

Each member is given three separate Post-its and asked to write 3 behaviours in answer to each question. That implies 9 per person (Appendix 1)

The Facilitator prepares 3 flip charts with the questions written at the top.

Each member is asked to place their answers on the relevant sheet.

The Facilitator divides the group into 3 teams.

Each team is given a sheet, they organise the Post-its into agreed themes. They discuss the themes.

Full Group Feedback

Each team shares the results with the full group.

Facilitator summarises points on overhead projector or flip chart and ensures there is overall agreement on what is presented.

Conclusion

1. Facilitator makes a master list that summaries items listed above.
2. List is shared with all members.
3. Reflect on findings.
4. Draw up strategies (decide on a reasonable number) to be observed by all members on combatting bad behaviour and accepting. (Appendix 2 sample)
Communication

Ensure that the agreed strategies are communicated clearly to all members. Monitor effectiveness of the outcome on a regular basis throughout the year.

Appendix 1

To identify and reach an agreement on unacceptable and acceptable behaviours amongst members of the club.

Three questions are identified
1. What do we need to stop doing?
2. What do we need to start doing?
3. What do we need to hold on to?

Each member is given three post its and they write three separate posts in relation to each question. This implies 9 per person.

Place post its on relevant flip chart.

Appendix 2

Strategies / Code of Conduct to prevent bad behaviour

1. Be considerate, courteous and respectful at all times
2. Be aware of the impact of your behaviour on others
3. Communicate your views assertively not aggressively
4. Focus on the issue, not the person
5. Listen without interrupting
6. Don’t jump to conclusions or make assumptions about what the other person is communicating
7. Accept and respect that individual opinions may differ
8. Do not review the situation as a competition, work to develop a common agreement for the good of the club.