“Happiness is not the absence of conflict but the ability to cope with it” – Chinese Proverb

Exit interviews of Lions who leave the Association indicate that CONFLICT within the club(s) is what drove them away. This was the number one cause on more than 70% of the exit questionnaires. To effectively deal with Conflict it is important to understand its cause(s):

1) Someone’s interests and/or values were challenged;

2) Their needs were not met;

3) Their power or authority was challenged;

4) Or sometimes it is just a simple misunderstanding

TO BEGIN THE RESOLUTION PROCESS FIRST DETERMINE IF IMMEDIATE ATTENTION IS REQUIRED, THEN DETERMINE THE BEST APPROACH:

1) AVOID: End result is “I Lose and You Lose”

2) DOMINATE: You advance your opinion and ignore all others. In other words, “I Win and You Lose”

3) ACCOMMODATE: You yield. “You Win and I Lose”

4) COMPROMISE: Give and Take to find common ground. “We All Win A Little and Lose A Little”

5) COLLABORATE: Explore approaches that work for all parties. “You Win and I Win”

In some instances, it is best to involve a neutral third party – an arbitrator of sorts – who does not have a vested interest and who can bring a truly neutral point of view to the table.