



Avoiding Grievances

How Your LMSC can avoid the
wave of conflict

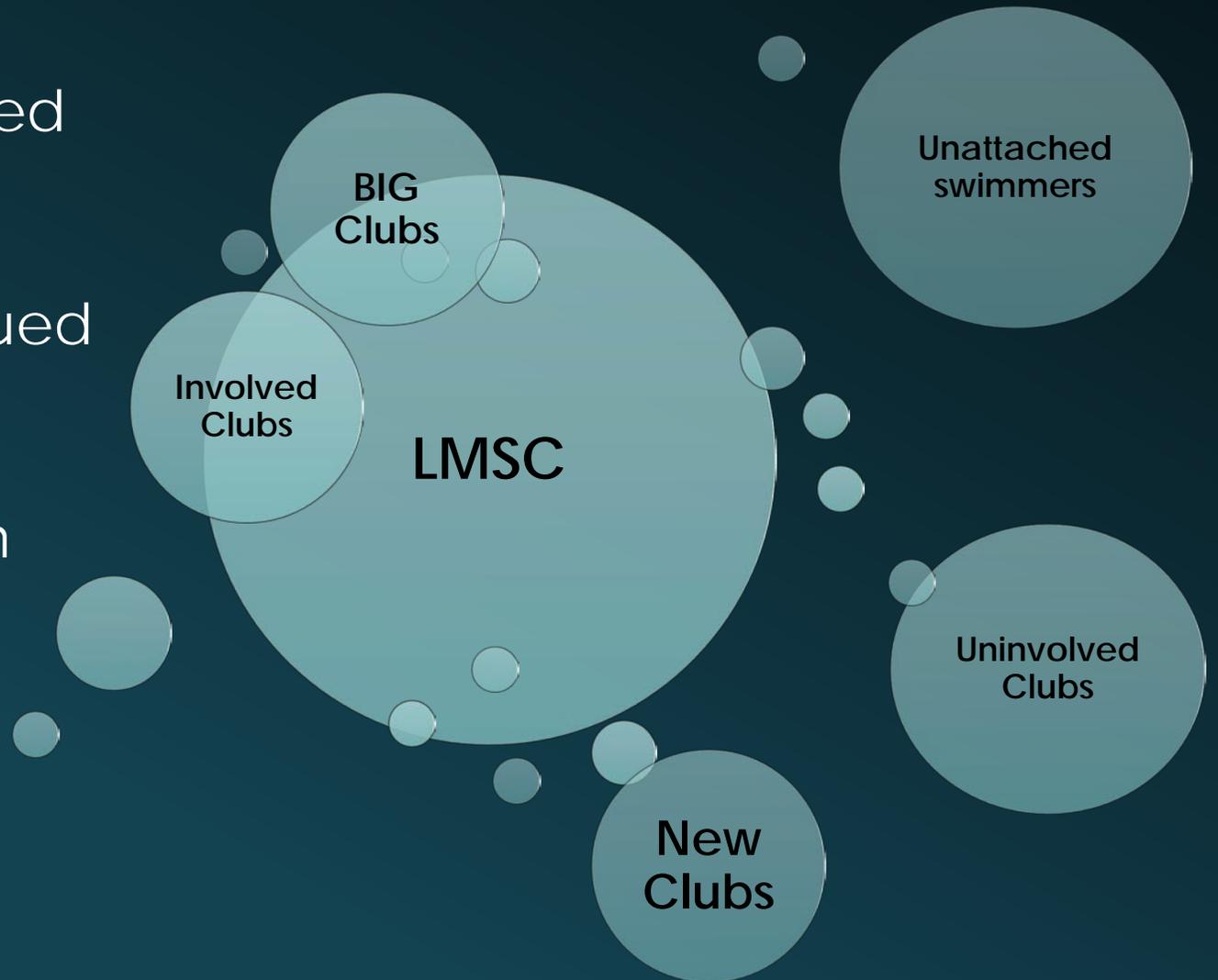


Grievances in U.S. Masters

- With the growth of U.S. Masters swimming there are new opportunities for conflict
- Our sport has many VERY smart people
- As an individual sport with a team atmosphere
 - We have a need to include everyone
 - We have an opportunity to exclude people

Poor working relationships account for 77% of disputes

- People feeling excluded
- Feeling Unheard
- Think they are Not valued
- Being TOLD not ASKED
- Emotions are very high





What to do if your LMSC gets a Grievance? *(Break out session-15 minutes)*

- Break into groups
- Determine your grievance (or we will give you an example)
- Identify a LMSC look up Bylaws to follow
- How can you solve the problem
- Group Feedback & Lessons learned-10 minutes



Communicate!

- Let LMSC know what is happening within the organization
- Ask for feedback
- Ask for participation
- Ask for opinions
- Take actions with the information given!



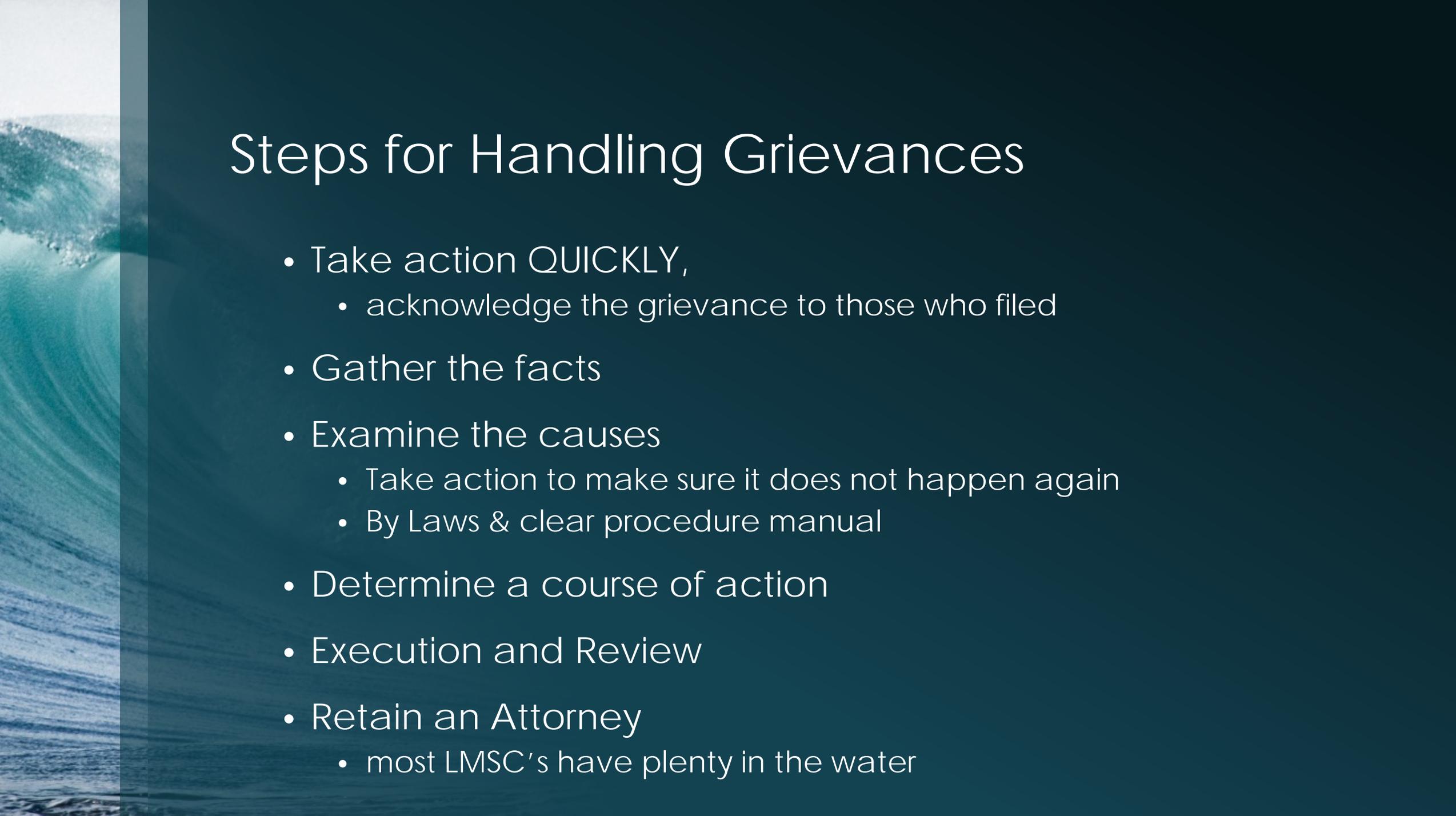
Introduce a culture of inclusion

- Hold regular meetings
- Form committees with open friendly leaders
- Ask for regular feedback



Remain Transparent in all LMSCC dealings

- Post meeting schedule and invite all to attend
- Post meeting minutes
- Make rules and By Laws easy to access



Steps for Handling Grievances

- Take action QUICKLY,
 - acknowledge the grievance to those who filed
- Gather the facts
- Examine the causes
 - Take action to make sure it does not happen again
 - By Laws & clear procedure manual
- Determine a course of action
- Execution and Review
- Retain an Attorney
 - most LMSC's have plenty in the water



Next Steps

Examine your By Laws – Do you have a clear Grievance procedure

Be transparent in all LMSC dealings

Communicate!

Get involvement from the Clubs

Remain Professional – keep the emotion out of it

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- Examples of Grievances
 - Over budget spending towards unauthorized expenditures
 - Banning a swimmer for the team
 - Enforcing stricter rules that set forth by USMS rule book
 - Election procedures
 - ByLaws not specific enough