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 LMSC 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
• 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