

# De-escalation

## Normalisation of Behaviour in Committees

### The Value of Positive Behavioural Norms in a Committee

Good governance thrives on healthy debate, open communication, and positive culture. Clear behavioural guidelines are essential for committees to serve their members effectively and meet their objectives. The *Netball NSW Code of Behaviour Policy* (and any Club/Association guidelines on meeting procedure) provide frameworks for setting behavioural expectations.

Normalising problematic behaviour will erode positive culture, eventually leading to a defective committee that struggles to lead its members and meet its objectives.

### Expectations for Behaviour

Effective committees rely on trust, respect, and collaboration. Abiding by agreed behavioural norms helps the committee resolve disagreements, reach a consensus, and make timely decisions. Members should:

- Respect others' viewpoints and expertise.
- Listen actively and contribute constructively.
- Encourage debate while respecting everyone's right to participate.
- Work towards consensus and support agreed decisions.
- Maintain confidentiality and address concerns transparently.
- Disclose conflicts of interest and step back from relevant discussions or votes.

### Considerations in Shaping Positive Behavioural Norms

While diversity in member viewpoints should be highly valued and encouraged, and a range of input styles is to be expected, committees should establish behavioural norms for all members. Behavioural norms should be premised on a clear understanding of the roles and authority of each member of the committee and the committees themselves.

Committees should:

- Establish clear behavioural norms aligned with the *Netball NSW Code of Behaviour Policy*.
- Regularly review and address expectations in the Netball NSW Policy or Association/Club guidelines.
- Promote equal participation and informed decision-making whilst respecting the limited time of volunteers.
- Consider prior behaviour when re-nominating members.

- establish procedures for committee meeting agenda items to be raised and sufficiently explained prior to the meeting.
- have clear guidelines on how to coordinate meeting resolutions and implementation of those decisions.
- reminding members of conflicts and interest, confidentiality requirements and other key policies periodically.
- addressing problematic behaviours when they arise.

### Problematic Behaviour and Possible Association/Club Responses

Unacceptable behaviours may include:

- Abrasiveness, disrespect, or monopolising discussions.
- Overstepping authority or breaching confidentiality.
- Acting on undisclosed conflicts of interest.
- failing to respect and abide by Netball NSW/Association/Club policies and protocols.

When faced with problematic behaviour, Associations/Clubs can respond by:

- Informing, Educating and coaching committee members.
- Issuing reprimands.
- Declining nominations or requesting resignation.
- Removing the member from the committee.

By fostering a culture of trust, respect, and accountability, Associations and Clubs create a strong foundation for effective governance and positive volunteer engagement.