

Searching for a solution

 (video 4)

# key learning points

# MPIOs should act as go-betweens, trying to see if a solution is possible without a proper investigation or inserting themselves as the problem solver.

# In this conversation Anthony seems to prefer the issue going to mediation, without seeing if either Jeffrey or Catherine could find a solution. Possible solutions need to be explored and offered before turning to mediation.

# It could be in this situation that Anthony has inflamed the situation and inadvertently caused the need for mediation. This can happen when an MPIO tries to be the problem solver.

# Anthony suggests to Derrick that they should keep the issue ‘under wraps’ as it would not look good for the club. Is this a result of Anthony’s conflict of interest as a sponsor?

# It could be that this issue contravenes the clubs Member Protection Policy or Code of Conduct. In which case Derrick would need to discuss the issue with officials from the club. This is something an MPIO could raise as part of their role.

# *Add your own key learning points here…*

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