

# Winning the Battle of the Bullies

*For the Future of Your Club!*  
*2020 Edition*

**“Leadership in Quota is not about directing and controlling, it is about empowering.”**

*-Daryl Perrine, 2007-2008 International President*

***No one likes a bully, but they seem to show up everywhere from time to time, including in a Quota club. Don't underestimate the damage a bully can do to the membership experience of other members, and ultimately the future of your club. The information in this handout is based on a presentation made by Past International President Bobbie Carey at Convention 2010 on “Winning the Battle of the Bullies for the Future of Your Club.” It will help you diagnose whether a difficult member is exhibiting bully behavior and strategies for dealing with the behavior.***

## What do bullies want?

A bully wants power and control. Bully behavior deliberately creates tension, conflict, chaos, cliques, anger, low self-esteem in others, negative atmosphere, and mistrust.

## What is the impact of a bully's behavior on a club?

Quota is an optional activity for precious free time. Members leave because their needs are not being met. Bullies destroy the culture and climate of a club. The “battleground” leads to decline in fun and fellowship. The club loses momentum, initiative, and progress. Members become divided and may take sides. Here are three different types of bullies and the goal of their misbehavior:

### ***Club Bully Type 1 – Constant Critic***

Profile: Extremely negative; fault finder; signs of disrespect

Goals: Controls with criticism; destroys target confidence; builds self-doubt in target

### ***Club Bully Type 2 – Two-Headed Snake***

Profile: Passive-aggressive; indirect, dishonest style; kiss up, kick down

Goals: Assassinate targets credibility and reputation; controls by managing the target

### ***Club Bully Type 3 – Gatekeeper***

Profile: One up on target; controls resources; most transparent of bully types

Goals: Controls by putting self in the middle of everything, makes bully feel important

## **Who do bullies target?**

Bullies can target individual members, particularly those who may be new to the club and are “vulnerable” and do not put up a resistance to attacks. Bullies may also target a club president, particularly one who may be newer to Quota.

## **Why don't bully targets resist?**

A major reason is to avoid confrontation. Many people believe if they are nice to you, you will be nice to them. Or, they may not identify that they are being bullied. Or, they may recognize that they are being bullied but they try to compromise or they don't seek help from peers or the club president.

## **How can a bully's behavior be stopped?**

The bully backs off when resisted. In healthy clubs, the club president takes on the bully by:

- Finds out the truth of the situation
- Identifies the real culprit
- Confronts the bully
- Doesn't back down

## **What are some specific tips and steps for preparing for the confrontation?**

### ***Planning the Confrontation***

- Recognize that you are/your club is being bullied. Know that bullies don't want to compromise. Reinforce your self-confidence; reflect on past successes. Summon up your courage to deal with the situation.
- Get allies if possible. (“We can no longer be held hostage. We have to consider everyone's opinion and our future.”) Tell your allies the situation. Ask for support. Talk only to people you can trust.
- Rehearse your remarks.
- If “rules” “bylaws” and Quota International are the key to the bully's argument...call your area director, a board member, or QI staff before you confront the bully. Get the real information. Document what was said by whom.

## ***During the Confrontation***

You must confront the bully or bullies and use language that they understand. They will not cooperate with you. Be direct and tell the bully exactly what is wrong. Do not accept any blame for the situation. If the meeting is private, have a witness. If the confrontation is public, pick your words carefully. Say exactly what is wrong. Be ready for a personal attack.

Here are some common ruses used to bully in Quota. Do any sound familiar?

- *You are not acting like a real Quota club.*
- *You must use Robert's Rules properly to decide issues.*
- *You are not in compliance with the bylaws.*
- *You are not experienced in Quota and don't know how things are supposed to be done.*
- *You need permission from \_\_\_\_\_ to do this.*
- *We tried this before and it didn't work.*
- *You cannot decide this without a 2/3 vote of the members.*

Here are some responses to these ruses:

- *Quota is a house with many rooms.*
- *No rigid way to be a Quota club.*
- *Each club is independent in governance and no club needs permission from another club or officer to act like a club.*
- *Local clubs must be in compliance with QI bylaws, which are not prescriptive.*
- *Current leader is the strongest voice, but all voices are important.*
- *Quota is not a dictatorship.*
- *QI has initiatives that each club MAY follow.*
- *Each club creates its own vision.*
- *Vision based on members' needs and wants.*
- *Leaders as Listeners program is the best approach. Use membership surveys and other discussion mechanisms that gain feedback from all members.*

Here are some potential reactions the bully may have during the confrontation:

- *I will resign*
- *I will tell members who will resign*
- *I will talk to the governor who knows that this isn't how Quota clubs are run. QI will pull our charter.*
- *You don't have any experience and you don't know what is required to keep our charter.*
- *You are going to destroy this club and we have been a force in this community for 40 years.*
- *You are the worst president that we have ever had.*

Here is a suggested final response:

*We are going to try the course we have set. If you want to come with us, you are welcome. If not, then you do what you think is best for yourself.*