



MAST Leadership Code of Conduct

MAST leaders are a critical part of the MAST International organization. You are entrusted with representing and upholding the mission statement of MAST in your local community even outside of sanctioned MAST events. It is the expectation of MAST International that you do this by staying within the following guidelines:

Use your previous life and work experience to coach and influence others with empathy, helping them become the best person they can be in their relationships, in the community, and for themselves.

Consistently improve your ability to communicate effectively with people of all backgrounds, in all stages of life, in various relationship configurations, and with different needs.

Handle conflict in a way that provides the safest space you can create, keeping with the mindset of de-escalation, asking for help when necessary, and following through until the conflict is peacefully resolved.

Work with the local community to foster a relationship of reciprocal understanding, service, and resource sharing, creating a space where there is an open flow of new members and sustainable local support.

Carry yourself in a way that provides a clear example of a service-hearted, open-minded, and communicative leader with a high level of integrity.

Consider the impact that your actions, the actions of the chapter, and the actions of its members have on the community at large.

Maintain an open demeanor that encourages both new members and long-standing members to approach you with things such as new ideas, conflicts, personal problems, and discussion topics.

Be able to demonstrate that the above actions have helped you create consistent, long-term, positive outcomes over time in your career, relationships, and/or communities.

Conflict Mediation

In the event of a conflict between MAsT leadership and membership, a neutral third-party mediator should be used for any private, public, virtual, or in-person conversation. All participants are responsible for maintaining physical safety, respecting boundaries, and disengaging when a conversation becomes unsafe or unproductive. No one is expected to continue a conflict resolution conversation once they feel unsafe or are attempting to disengage.

Situations that may warrant a mediator include but are not limited to:

- Allegations of harm or abuse of any kind
- Discrimination or accessibility concerns
- Harassment, threats, or physical contact

Qualities of an acceptable third-party mediator:

- They have no personal connection to any party involved in the conflict
- They are outside the immediate chapter or conflict circle
- They are experienced in conflict resolution, de-escalation, and mediation conversations
- They are willing to provide their account should the conflict increase or otherwise not be resolved
- In cases involving accessibility concerns, they are prepared to support equitable communication access, including interpreters if needed

Situations where the conversation should pause or end:

- Raised voices or threats
- Throwing items or slamming hands/objects
- Blocking exits if someone attempts to disengage
- Following someone who is trying to disengage
- Unwanted physical contact or personal space being invaded

Reporting a Complaint

From the MAsT International Policy & Procedures [1] Addendum 1, "Complaint Resolution Guide":

Complaints involving misconduct on the part of existing MAsT Chapters, MAsT members, or nonmembers may originate from within the Chapter itself or from a member of the public. Regardless of the origin, all complaints will be forwarded to the Board of Directors through the Office of Complaints. Any person may file a complaint with MAsT International, Inc. by submitting a completed complaint form at <https://www.mast.net/complaints.php> [2].

While MAsT chapters are self-governing within the framework of the MAsT International

Code of Conduct and Policies and Procedures, we expect all individuals affiliated with MAsT to abide by the spirit of these guidelines. This includes formal members and those who represent MAsT by wearing our patches or otherwise acting as representatives of the organization.

This is for the protection of all parties involved. MAsT is meant to remain a place for vulnerable conversation and healthy exchanges of differing viewpoints. If anyone needs assistance finding a mediator or has questions about the above Code of Conduct, please email **board@mast.net**.