

# AMI Policy Book

## Policy 1-4

### Professional Conduct and Internal Conflict

AMI Board members, Administrative Team members, committee members, and certified trainers are expected to behave as professionals.

The following are guidelines for what is meant by professional conduct:

1. Communicate objectively and in emotionally neutral language.
2. Avoid all expressions of emotional charge, whether in person, via email, or in any other written communications.

Particular indicators of emotional charge in communications are:

- a. Negative judgments expressed about the morals, personality, intentions, sanity or intelligence of another person
  - b. Diagnoses given in a non-clinical setting
  - c. Use of loaded language (implying much more than is being said). In cases of dispute, an uninvolved person could be called in to evaluate whether a communication would fall into this category.
3. Do not take complaints or upset to a person who cannot handle the upset. Avoid gossiping and creating bad impressions of one member or group within the organization to another. For example a trainer should not criticize one trainer to another ; if a trainer has concern about the competence of trainer he or she is expected to send a Situation, Data, Resolution (see *Policy 1-5 Procedure for Handling Situations*) report to the Certification Committee and/or to the Ethics Committee by writing to info@tir.org
  4. Give appropriate feedback in a helpful, encouraging way and never in a public setting. When training a facilitator or trainer give correction in a constructive way on specific errors and never with the intention to diminish. Be appropriate and consider what you are saying and how it will come across.
  5. Communicate upsetting or irritating things early on, before there is a significant buildup of emotional charge. In your communications keep in mind the previously mentioned guidelines.
  6. If one person has a grievance with another, the following steps should to be applied:
    - a. Talk directly to the person(s) with whom the upset has occurred. If for any reason t it is not appropriate to take this step, skip directly to step c. below.

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- b. Get more information and then try to handle with the person(s), if necessary.
- c. Inform the appropriate committee of the situation via [info@metapsychology.org](mailto:info@metapsychology.org). If the upset is with the Administrative Team, take the concern to a board member. In the case of grievances between board members, the issue should be brought before the rest of the Board when it cannot be resolved between the individual parties. The other party involved in the upset should be copied on the communication, unless for some reason the person communicating feels uncomfortable about this, in which case the reasoning for this should be part of the situation reported. Communicate all the facts of the situation, steps taken to try to handle the situation, and a request for a specific action from the Administrative Team or Board of Directors.

On receiving such a request, the Administrative Team, Committee, or Board of Directors will assign a group or individual to handle the situation. Where deemed necessary the President of the Board or a committee chair will call for the Board or committee to meet about the matter and/or with the individuals involved.