

1) In your past experience, in or out of MES, was there a time where there was a conflict that you could not resolve? If so, what you have done differently?

There are definitely times where things have not been resolved the way I had hoped. I think an important part of conflict resolution is to go in with an open mind and be willing to compromise. Conflict is rarely a one-way street and conflict resolution should be a time where both parties have a chance to express their perception of what happened.

2) Presently, what are you doing in MES position to better the club?

I currently hold the PACT position and am working with the National offices to help streamline conflict resolution processes. I am working on ways to help the membership have a more extensive set of resources to resolve conflicts that come up with other members. I have started creating documents that will lead to the creation of a team that can help advise the club on matters regarding vulnerable populations and make sure that both policy and story are culturally sensitive. I have also made myself available to the membership to discuss issues that they see that I may miss in a safe and non-judgmental environment.

3) During your time as PACT, what are your plans to better your problem-solving skills and thus become a better PACT member?

While I still have access to an academic journal database, I am spending time researching conflict resolution and advocacy techniques. I also attend as many professional educational opportunities that I am able to. Much of what I have been learning will be compiled into a document that the membership can access if they wish to utilize.

4) PACT often helps our members handle intensely personal and emotionally laden issues in their life and dealing with the club.

How would you go about establishing a rapport or trust with a member you don't know well?

The first part of building rapport is to listen to the member who bring an issue to the PACT rep. I go into any conversation with an open mind and the willingness to hear what they have to say. I make sure to ask for clarifications to make sure I understand the situation. I also make sure they know that our conversation is confidential, and they will have the choice on how things proceed.

5) PACT's most critical roles often happen behind the scenes, which can lead to members especially new members not being familiar with the resources of the office.

How do you plan to improve the visibility and availability of the office?

I am working with the BOD and the NC to update things like the website and membership handbook so that it is easy to find the information about what the PACT office does. I am working on a way to have better communication between the PACT office and the coordinator chains. That way when a member has an issue they can be directed to PACT when needed. Throughout my term I have attended the coordinators meeting at every con I have attended to help with that. I plan on continuing that practice.

6) Ideally, is there any programs or initiatives you'd like to develop in the first 12 months?

I am looking at 2 main programs that I would like to work on. First, I want to put together an advisory group that I can go to with issues that I am not as familiar with when needed. This could be things such as race and gender issues that fall outside my expertise. Second, I would like to put together a dedicated mediation team that can assist with facilitating mediations between members. This would allow for members to have more options.

7) Part of the PACT team's role is: "Listens and understands issues while remaining neutral with respect to the facts." How would you approach representing a member's concern that you personally disagree with?

I try to see things from their point of view. Spending the time actively listening to the concerns of the other party helps quite a bit. I try to keep my feelings out of things. I also keep in mind the policy we have in place to help the member resolve their problem.

8) PACT is often called on to work with and represent protected classes in our org. Given that, knowing your own privilege and preparing for how it could affect the members you're advocating for is crucial. What are your privileges and what efforts will you take to be an ally to members who don't have them?

When I find myself advocating for members that belong to different groups then I do (gender, race, creed, sexuality, etc.) I try to do my research into that group. I try to start that with people who do belong to that group. I would like to create an advisory group that I can go to when I am dealing with things that will affect other people of protected classes. I look at advocacy as a means to use my voice and privilege to help their words to be heard.

9) Bleed, the spill over of emotions between the character and the player in either direction, can be the cause of or exacerbate player conflicts. How do you identify when bleed is occurring?

Bleed can be difficult to recognize, especially when dealing with intensely emotional situations. For myself, I try to take a step back and examine the situation. I find the 24-hour rule to be useful in the situation. This allows for some space between a situation and my response to it. If need be, I will also approach my coordinator or storyteller and talk through the situation with them to make sure my response is appropriate.

10) What steps might you take to assist a member struggling with bleed?

I encourage any member to take a step back. As PACT, I am willing to listen to the situation. I also encourage members to have an OOC conversation with the other members involved. Members should be able to set boundaries regarding RP that deals with situations that they know will be emotionally charged. I also feel that spending time as a social cub in social nongame activities helps with these situations. Knowing the other member as a person and not just a character can help conversations happen.

11) PACT sometimes has to perform in an active role at conventions. Understanding that not everyone can attend all conventions (nor are expected to); What steps would you take in cooperation with the NCAs office to have resources available for members if needed?

Over the last 2 years I have attended several conventions. When in attendance, I make sure to touch base with the con lead, their staff, and the NCA to let them know I am there and available to them if need be. I have helped revise things like the first contact documents that con security use. For the cons that I have not been able to attend, I have done everything I can to be available by phone or email during the event. I have also tried to have someone on site that feels comfortable helping with things like conflict resolution. I am also willing to take the time before the con to advise the con lead and their security team in anything they feel uncomfortable doing.

12) What approaches might you take to reach members or domains not active on the lists to raise awareness of the office?

Reaching members that are not active on lists can be difficult. I would like to help make domain level staff aware of what PACT does and how members can reach them. This way when a

member is having an issue the domain staff can point them in the right direction. I am also working on putting together a better job description on the website and membership handbook, so that members can have a better idea of what the office does.