

2015 General Assembly Rules of Conduct

INTRODUCTION

All interactions within Servas are based on mutual respect and equality of esteem. Every person is equally valued.

Everyone is encouraged to behave towards each other with open minds and according to Servas principles such as peace, friendship, trust, transparency, democracy, justice and truthfulness.

We wish to create an atmosphere of well-being and constructive energy, where everyone feels empowered and encouraged.

We will focus on success and positive experiences and look to the future.

DELEGATES:

- Say your name and country before you speak.
- Be aware that not everyone knows each other.
- Encourage and support new people.

- Ensure that language is positive and simple.
- Speak slowly and clearly.
- Think of the impact of your words before speaking.
- Do not speak a second time until all have had a chance to speak.
- If someone has made your point, please do not repeat it.

- Listen carefully, actively, respectfully and sympathetically.
- Be patient, e.g. when time is needed for translation, explanation or clarification.

- Ensure positive and friendly body-language, e.g. good eye-contact, do not sit with arms crossed, look interested!

- Respect the right of someone not to speak.

- Be friendly but not personal. Always concentrate on the issue, not the person or national group.

- Ensure that everyone feels included. Help to create an atmosphere where every person feels confident and encouraged to speak of they wish to.

- Ensure that all criticism is constructive. Challenge positively and assertively, not aggressively.

- Respect cultural differences and therefore different expectations and ways of thinking.

- Be part of the Servas team, which ever role you play.

- Try to make decisions with no winners and no losers. Ensure a positive outcome at all times.

- Be a peace-builder.