



## WORKING THROUGH CONFLICT IN HEALTH CARE

*Gain insights and learn skills for resolving conflicts on health care teams.*

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### NUTSHELL

If resolving conflicts is critical for most organizations striving for excellence, so much more is at stake in the health care setting. Teams must learn to manage conflicts for the care and safety of patients and staff. Psychological Associates has enlisted health care professionals to design our WORKING THROUGH CONFLICT IN HEALTH CARE workshop. This one-day program shows participants how to manage conflict or contention among health care team members. They learn techniques and skills for working out disagreements without being disagreeable. They practice channeling conflict as a means of self-questioning and exploring resolutions to make teamwork better. That way, the team can deal with issues while continuing to move forward to provide quality care and a culture of safety. The workshop makes use of participative learning grounded in the reality of working in a health care environment, so that participants can apply their skills and insights immediately.

### BENEFITS AND OUTCOMES

WORKING THROUGH CONFLICT IN HEALTH CARE helps health care professionals:

- Build evidence-based skills to manage disagreements and resolve differences
- Understand how to put these skills to use around patient care delivery and day-to-day operations by practicing them in the workshop
- Develop strategies to constructively manage conflict within a unit or department, on a multidisciplinary team, or with one's boss
- Learn from constructive feedback regarding their conflict management skills.

### HOW IT WORKS

Participants take a pre-workshop survey to identify their own conflict management style. They receive their confidential results at the workshop to understand the concepts and skills they learn in terms of their style. Then, they practice new skills and apply techniques in conflict-resolution scenarios taken directly from real health care situations. They also receive constructive feedback about their conflict resolution style, gaining insights they can apply back on the job.

