



the **EXCHANGE**

strategies for managing conflict in healthcare ©

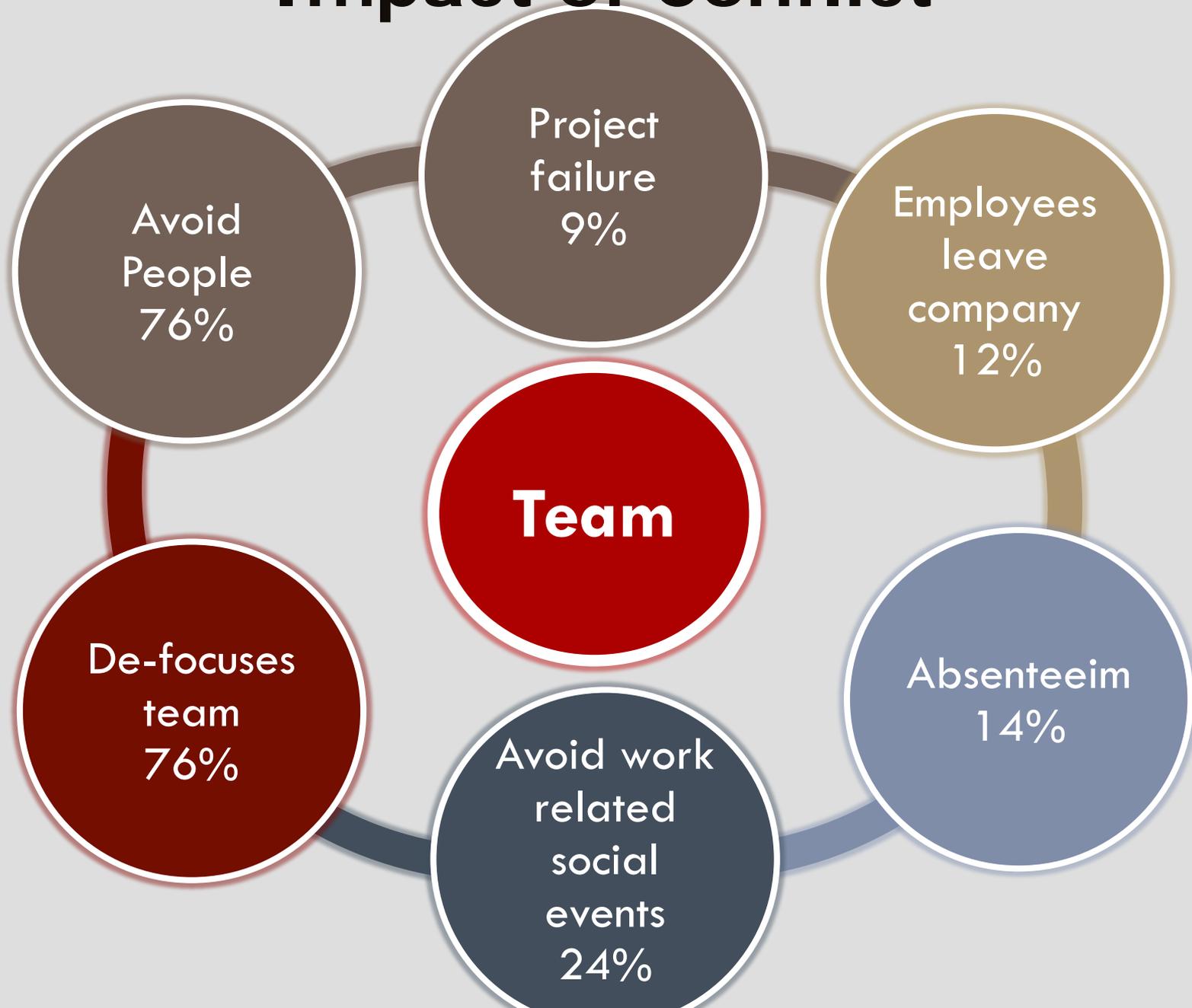


A black and white photograph of four medical professionals in white coats. A woman in the foreground is smiling and holding a clipboard. Three other people are standing behind her, also smiling. The background is a plain, light-colored wall.

**There is a time in every problem
when it is big enough to see
yet small enough to solve.**

~ Mike Leavitt
Former Secretary Health
and Human Services

Impact of Conflict





Conflict Resolution: A Continuum

AUTHORITY

POLICY

INTERESTS



**Use of Formal
or Informal Power**

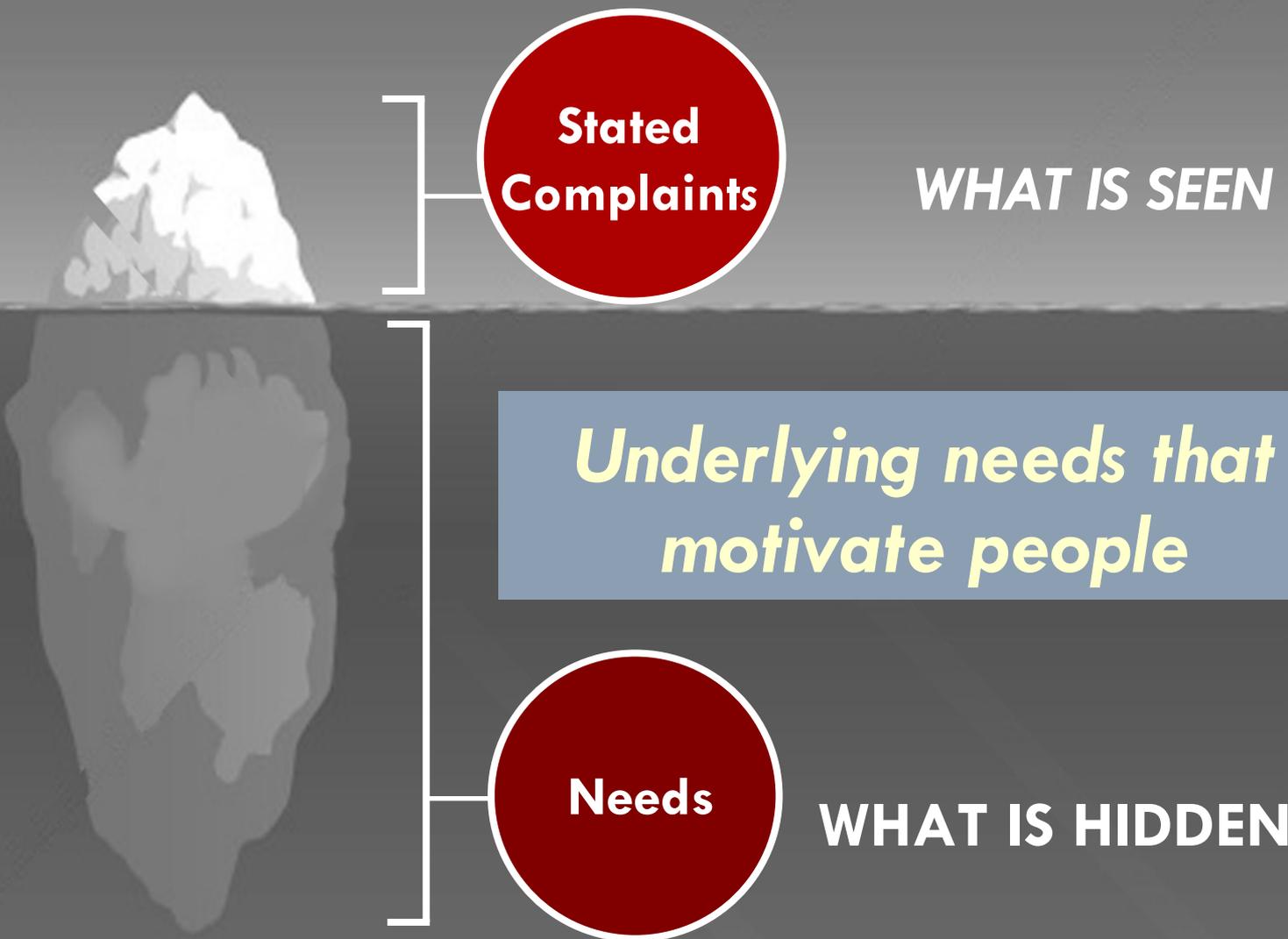
Reinforce
workplace
structure

**Rules/
Standards
of Conduct**

Set
threshold
standards

**Consideration
of Needs**

Personal
commitment
to outcome



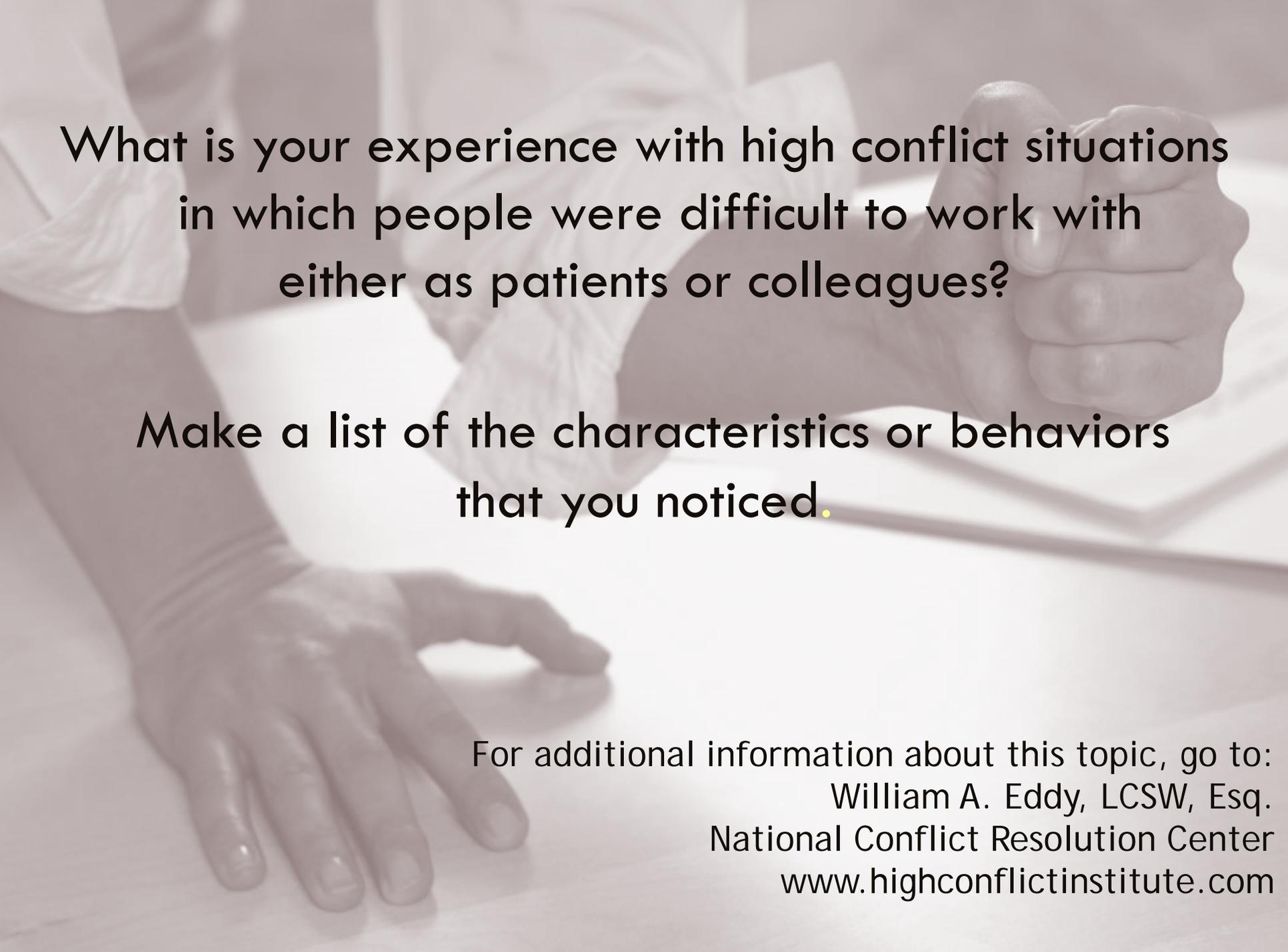
**Stated
Complaints**

WHAT IS SEEN

*Underlying needs that
motivate people*

Needs

WHAT IS HIDDEN



What is your experience with high conflict situations in which people were difficult to work with either as patients or colleagues?

Make a list of the characteristics or behaviors that you noticed.

For additional information about this topic, go to:
William A. Eddy, LCSW, Esq.
National Conflict Resolution Center
www.highconflictinstitute.com

CONFLICT DYNAMICS

A woman with blonde hair, wearing a white lab coat, is shown in profile, looking thoughtfully towards the right. She is in a clinical or office setting, with other people blurred in the background. The overall tone is professional and contemplative.

Chronically feels internal distress

Views sources of problems as external

Inability to self-reflect

Chronically identifies as a victim

Feels helpless

Tries to change or blame others

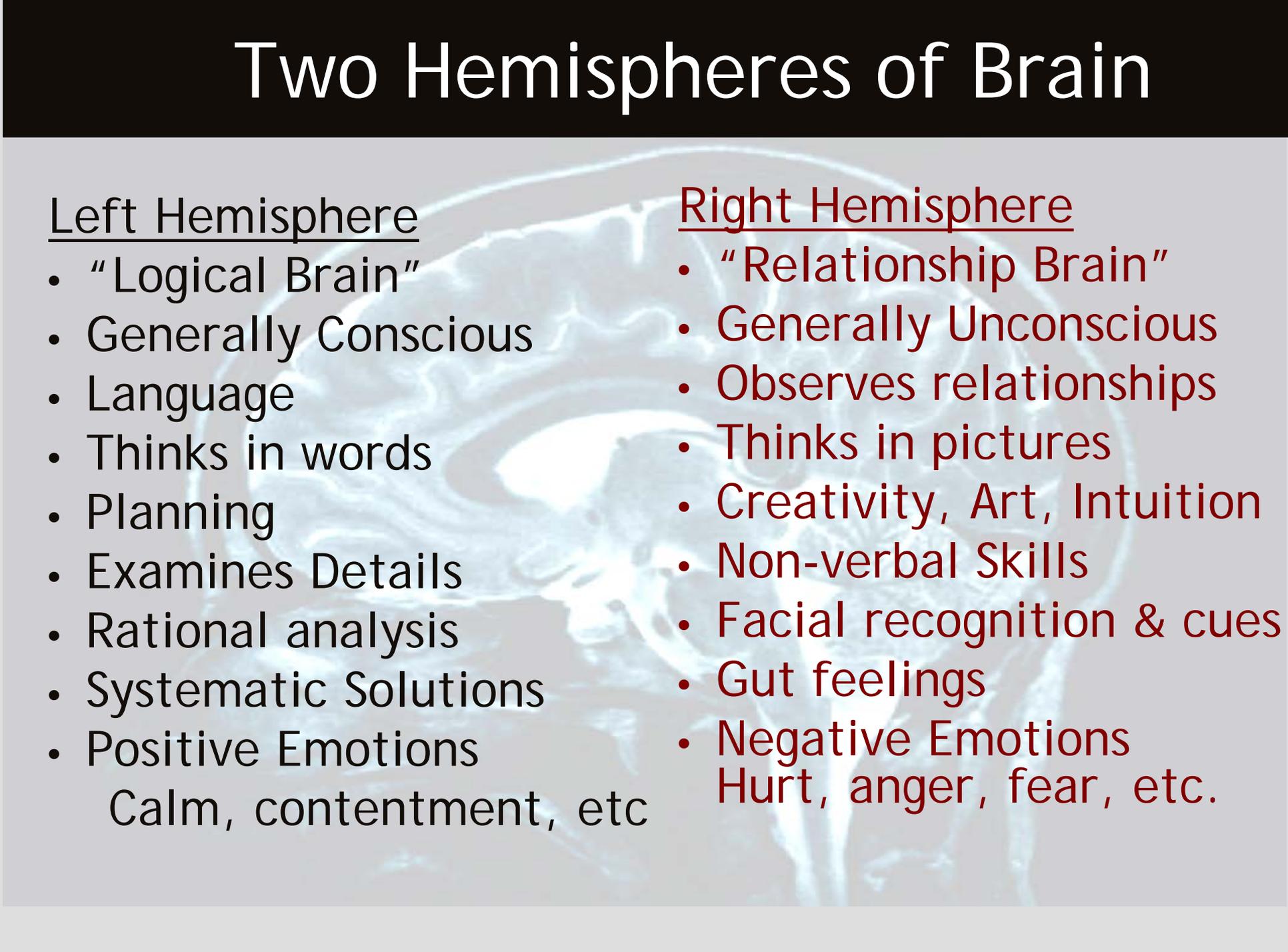
Thus creates or escalates conflicts



In your experience, what
WORKS
in managing these situations?

**HINT: Focusing on the ISSUE
will not HELP**

Two Hemispheres of Brain



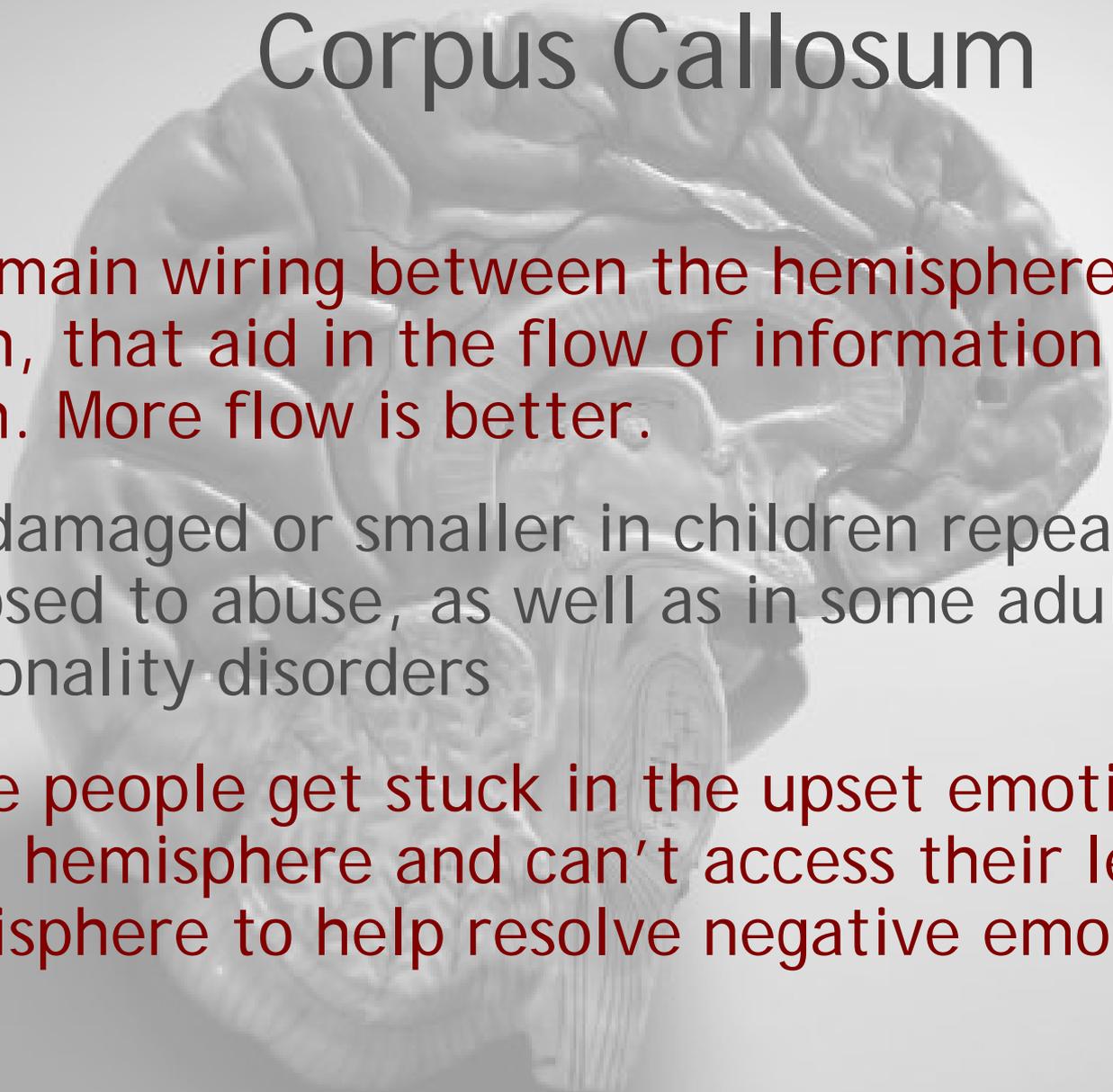
Left Hemisphere

- “Logical Brain”
- Generally Conscious
- Language
- Thinks in words
- Planning
- Examines Details
- Rational analysis
- Systematic Solutions
- Positive Emotions
Calm, contentment, etc

Right Hemisphere

- “Relationship Brain”
- Generally Unconscious
- Observes relationships
- Thinks in pictures
- Creativity, Art, Intuition
- Non-verbal Skills
- Facial recognition & cues
- Gut feelings
- Negative Emotions
Hurt, anger, fear, etc.

Corpus Callosum



- The main wiring between the hemispheres of the brain, that aid in the flow of information back and forth. More flow is better.
- It's damaged or smaller in children repeatedly exposed to abuse, as well as in some adults with personality disorders
- Some people get stuck in the upset emotions of the right hemisphere and can't access their left hemisphere to help resolve negative emotions

Communicating with the Right Brain

- Tone of voice and body language is amazingly important: Calm, confident, firm
- Avoid personal attacks and threats: these escalate the defensiveness of the person and increases behavior that is aggressive and/or defensive
- Avoid logical arguments in times of stress



Aikido in your world

- ▶ *Calm*
- ▶ *Not reactive*
- ▶ *Absorbs negative energy*
- ▶ *Let go of ego*
- ▶ *Strategic*

the EXCHANGE

strategies for managing conflict in healthcare ©



Stage 1: Hold Private Meetings

Goals:

- Gather enough information to identify concerns.
- Prepare employees for joint meeting

Tasks:

- Clarify purpose
- Clarify manager's interests
- Hear perspectives

Techniques:

- Listen effectively
- Respond respectfully
- Ask questions



We can't solve problems by using the same kind of thinking that we used when we created them.

~ Albert Einstein

If you'd like more information about NCRC's workshops

please contact

Ashley Virtue at

avirtue@ncrconline.com