

## Coping with Workplace Conflict

Conflict at work creates divisions between people and workgroups and ultimately has an impact on patient welfare. Left unchecked it takes ever increasing time and uses up budget that the healthcare environment cannot afford to lose in today's financial climate.

This workshop is for front line leaders who can play a vital role in recognizing the early stages of potentially unproductive conflict, step in and stop damage from going further,

By the end of the one day workshop, delegates will be able to:

- Identify how different behaviors and beliefs can clash in the workplace.
- Demonstrate increased flexibility how to communicate effectively
- Identify personal triggers and frustrations within the workplace
- Demonstrate use of appropriate key words and phrases to reduce conflict
- Encourage respect through responding to and dealing effectively with difficult situations.

Outline Programme:

Pre course self assessment questionnaire (Thomas Kilmann Conflict Mode Instrument or Robert Kraybill's Conflict Style Inventory)

The nature of conflict

- What is conflict and what are the key causes
- How conflict often develops
- The anatomy of conflict management
- Why it should be a concern for all healthcare leaders

Our Potential Contribution to Conflict

- Communication Styles and choices
- The power of language and its impacts
- Recognizing and challenging constructive conflict
- The 7 rules of communication

A Model for Approaching Conflict Resolution

- Perception, reality and lies
- Two ears, one mouth
- RESOLVE as a model to consider past perspectives and desired outcomes
- The Janus perspective to new beginnings
- Critical encounters and tools
- Follow up and review



7 guided learning hours  
7 CPD Points