Conflict in the Healthcare Workplace:
How to Face It Head on
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Summary: This presentation reviews scenarios and real life leadership experiences on how to assess, address, and manage the effects of conflict in the healthcare setting in order to achieve a more positive and healthier work environment.

Nursing Implications:
• Conflict is a natural response within the professional relationship.
• Common causes of conflict include poor communication and broken processes.
• Unresolved conflict can lead to low patient experience scores and decreased employee engagement.
• The role of the leader is to foster relationships and teach how to address conflict professionally.

Key Takeaways:
• There is value in early engagement of your Employee Assistance Program via HR.
• Warning signs/ causes of conflict in departments include poor communication, personality and value differences, unhealthy competition and broken processes.
• The role of the leader in managing conflict can be enhanced by using the Triple “A” method.

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References:


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