**What approach to conflict do you use most often?**

I use accommodating approach most often. I always try to help others. There was a time when one of my coworker needed a day off for her birthday and she wants to switch a day with me. I knew that if I work the day she needs for her birthday it will be straight 3 days to work for me. It won’t be easy for me to work 3 days straight 12 hours, but I agreed thinking that how important it is for her to be with her friends and family in her birthday.

**Did you expect that would be the approach? Why or why not?**

I expect that to be the approach because her issue was far more important than mine and I also want to preserve harmony and avoid disruption

**Discuss a situation that you found yourself in which you were in conflict with other team members.**

I had a situation when I float to another unit. I was assigned to a patient with a history of multiple Pulmonary embolism and has order for heparin drip at 16ml/hr. The outgoing nurse wants to give me report at nursing station stating that it was a rough day. I told her that this was a new unit for me and I request her to give me report at bedside. She doesn’t look happy with what I said, we went to the patient room and I was shocked to see that the heparin drip was flowing freely, it was not on medication pump. I spoke to the nurse and she said it was a very rough day and she didn’t find the pump for the heparin drip. She even told me “I just hang the medication you can go get the pump”. She gave me the rest of the report and left the room with an attitude. I didn’t see that was right, it’s not safe for the patient. Fortunately, there was no s/s of bleeding noted and the patient seems asymptomatic. I stopped the heparin drip right away and started looking for a pump. I tried to use the accommodating approach to maintain peace and harmony. I spoke to the charge nurses and ask her where can I find the pump but I didn’t tell her about the heparin drip that was free flowing. She didn’t pay much attention to what I said and she started taking her own report. I overheard the charge nurse talking to the other nurse that how she doesn’t like to work with nurse from another unit. I feel that I was not part of the team and that everyone else is out to get me.

**What did you do to resolve the conflict?**

I spoke to the nursing supervisor about the incident and I request her to float me to another unit if possible. The supervisor came to the floor with the medication pump and had a meeting with the charge nurse and other nurses who were on the floor. I mentioned that I still was not comfortable but the charge nurse came to talk to me and she said I should have told her I needed a pump for a heparin drip that was free flowing then she would have gone around to look a pump for that patient. She also apologizes for paying me no attention when I needed help. She said that she will talk to the outgoing nurse about the heparin drip that was not on the pump. I started feeling comfortable with her and the shift went good on that unit. I realize that not always accommodating approach works better. If I had told her everything then this would have been avoided.

**Was your approach the same as what the self-assessment determined your approach would be?**

As I have mentioned in the first question, I use accommodating approach most, when I did the self-assessment I score 8 on Accommodating approach that was the highest score among all the approach from the book. So, the approach was the same as the self-assessment determined my approach would be.

**Reference:**

Heffernan, M. (n.d.). Dare to disagree. Retrieved from

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Yoder-Wise, P. S. (2015). Leading and managing in nursing. St. Louis, MO: Elsevier Mosby.

Hi wanda,

I also encountered the same problem like yours when we were doing a group presentation. We had no group leaders assigned and there was one student who volunteered to put all our paper together and submit it to the professor. Everyone in the group agreed with that but one of our group member submitted only her part to the professor while we all were waiting for her to send her part so that we could put it together and send it to our Professor. I think the most common problems for students using group work are an absence of leadership and coordination. Good leadership will play a vital role in avoiding conflict.

If there is a conflict in a group doesn’t have to mean that the group cannot function. In fact, if the conflict is handled well, it may actually help the group to function. People can grow and learn from conflict, especially if it can be resolved in a way that makes the group a winner, not in a way that makes one individual the loser.