HANDLING CONFLICT IN THE NURSING PROFESSION CHAPTER 14

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CONFLICT

Conflict is inevitable

Often related to
- Incivility
- Role ambiguity
- Enviornmental stress
- Patient to nurse ratio
- Ambivalent leadership

When handled correctly, conflict can promote collaboration and increase workplace productivity

TYPES OF CONFLICT

- Intrapersonal
  - Thinking or acting in a way that is not congruent with one's value system
  - Example: Nurses may be asked to work outside their scope of practice

- Interpersonal
  - Most common
  - Conflict with another person
  - Example: Nurse to nurse, nurse to patient, nurse to health care provider

TYPES OF CONFLICT IN NURSING- NURSE TO PATIENT

Arises when

- Patients and families do not feel heard
- Feel they are not provided with shared decision making

Behaviors that trigger conflict

- Not returning pages promptly
  - Ignoring patient pain
  - Medications not given on time
  - Abrasive communication

Need to make patients and families feel they are partners in decision making

Conflicts may include bullying, lateral violence (hostile acts), incivility

Uncivil behaviors may lead to social or emotional distancing or avoidance behaviors

These behaviors need to be addressed if negative feeling are present in group

Any reports of workplace violence or bullying need to be reported

TYPES OF CONFLICT IN NURSING- NURSE TO NURSE

TYPES OF CONFLICT IN NURSING-NURSE TO HEALTHCARE PROVIDER

Teamwork and collaboration are necessary to promote

- Patient safety, quality outcomes, reducing patient harm

Conflict occurs when there is

- Power difference between team members
- One person may view themselves as superior to another

Power imbalances may affect

- Morale
- Turnover
- Negativity Affecting Patient Care

Need shared goal of

- Patient-centered care that relies on teamwork and respect

ORGANIZATIONAL CONFLICT

- Factors
  - Incompatible employee personalities
  - Ineffective leadership
  - Demanding job
  - Organizational change
  - Societal factors

ROLE AMBIGUITY

- Unclear role expectations
- Communication is crucial

NURSE STAFFING

Staffing affected by

- Patient census
- Patient acuity
- Seasons/Holiday
- Workload patterns

Ideally nurse staffing should be

- Created with input from bedside nurse
- Based on patient number and acuity

Budgetary restrictions & nursing shortages do not always allow for ideal staffing scenarios.

- Be transparent

LIMITED RESOURCES

Not having resources needed to perform role

- Example: Pandemic/Lack of PPE

Not enough funding for

- Adequate nursing staff, supplies, room availability, medical equipment

As a leader

- Be proactive and communicate effectively

RESOLVING CONFLICT

Effective Communication

Conflict resolution techniques

Leadership styles

Self-reflection-Openness to feedback

VERBAL & NONVERBAL COMMUNICATION

- Effectively communication both verbally and nonverbally is essential within healthcare team

- Focus on patient and not just task

- Positive nonverbal communication
  - Speech tone
  - Facial expressions
  - Gestures

- Active Listening

- Giving full attention

- Eye contact

CONFLICT RESOLUTION

- Be proactive and contact nursing leader if conflict is occurring where you are not alone

Conflict Resolution

Conflict	Meet	Be	Schedule
To have effective conflict mgmt you need clear communication, an understanding of the perceived areas of disagreement, and the individuals involved in the dispute.	Meet with the most problematic person(s) first, then meet with everyone in a group. Establish ground rules and everyone should have a voice.	Be professional. Use "I" statements.	Schedule a subsequent meeting to examine results.

CONFLICT MANGEMENT STRATEGIES

- Conflict is unavoidable!
- Conflict can produce growth or destruction
- Address conflict as soon as it arises
- Evaluate your role in managing conflict
- Be professional

CONFLICT MANGEMENT STRATEGIES

Is conflict new or ongoing?

Understand the perceived areas of disagreement

Use clear communication

Assist in identifying conflict resolution strategies

Consult with higher leadership if needed