The stresses and challenges found in today’s health care environment inevitably trigger conflicts between staff members and a multitude of stakeholders—coworkers, patients, patients’ families, insurance providers, and other partners.

This course enables leaders to recognize the signs of conflict, to assess each conflict situation to determine how they should involve themselves, and to encourage and counsel those involved in the conflict on how to resolve it.

DO YOU FACE ANY OF THESE ISSUES?
- Do managers involve themselves inappropriately to resolve conflict, or do they feel unprepared to do so?
- Do patients or other customers complain of being treated in a hostile way?
- Do discussions become deadlocked or result in emotional battles or personal attacks?

PERFORMANCE OBJECTIVES
Helps health care managers:
- Recognize the signs of conflict and the impact on individuals, groups, and the organization.
- Choose an appropriate level of involvement for guiding conflict resolution.
- Prepare for and conduct conflict resolution discussions.
- Handle challenging conflict-related discussions effectively.

PRIMARY COMPETENCY DEVELOPED
- Managing Conflict

SECONDARY COMPETENCIES DEVELOPED
- Building Strategic Working Relationships
- Coaching

COURSE OVERVIEW
- Open: Leaders reflect on the definition of conflict and identify causes of conflict at work.
- The Stages of Conflict: Learners distinguish between differences and conflict. The facilitator introduces the stages of conflict, and participants identify behavioral signs for each stage. In small groups, they brainstorm ground rules for handling conflict discussions and identify how they prepare for conflict discussions. Four conflict resolution tactics are introduced.
- Interaction Process and Positive Model: Learners review the Interaction Process skills needed to conduct conflict resolution discussions. They view and discuss a positive model of a leader using the providing support resolution tactic.
- Skill Practice: Learners apply skills by using prepared situations focused on providing-support discussions or developing skill practices using previously identified personal situations.
- Positive Model: Learners view and debrief a positive model of a leader in a mediating-conflict discussion. They compare and contrast the approaches used in the mediating-conflict discussion and in the providing-support discussion.
- Conflict Challenges: In small groups, learners identify and share strategies for resolving either a conflict situation discussed during the opening or a conflict of their own.

VIDEO SEGMENT SUMMARIES
- A leader models how to support a team member who is resolving a conflict with a coworker.
- A manager models how to mediate a conflict resulting from an organizational decision.

COURSE DETAILS
- Target audience: Frontline to mid-level health care managers.
- Program length: 4 hours. No Fast Track option.
- Facilitator certification: DDI-certified facilitator required.
- Prerequisites: Essential Skills for Health Care Managers or IM: Essentials. Or Essentials of Leadership.
- Series: Workbooks are health care specific; videos are generic.*
- Group size: 8 to 16 people.
- Prework: No.

RELATED COURSES
- Adaptive Leadership
- Mastering Interaction Skills
- Other Leadership Development for Health Care® courses
- Working Through Conflict (for workforce)

*Health care-specific positive model is available in the Leadership Development for Health Care® supplemental facilitator package.

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