

MEDICAL EDUCATION

SPEAKERS NETWORK

ESTD  DATE

FEATURED MEDICAL EDUCATION TOPIC

Negotiation with Colleagues: The Art of Conflict Resolution

If your medical staff needs an update on conflict resolution in the healthcare environment, consider contacting our office to book a speaker at 877-505-4777 or info@speakersnetwork.com.

What is the problem?

We live in a very diverse multicultural world, especially in a large workplace environment, and sometimes these differences can lead to conflict and controversial conversations. In addition, the past several years have been stressful for those working in healthcare, and stress can breed conflict, especially where organizations lack proper physician support systems. It is important for healthcare professionals to be aware of their differences and understand how to accept each other nonjudgmentally and nonbiased. This lecture will discuss the 5 phases of conflict resolution that can positively impact the environment.

Learning Objectives

1. Learn the strategic approach to managing conflict while instituting a collegial partnership.
2. Understand how to effectively use the 5 stages of productive conflict resolution: convening, opening, communication, negotiation and closing.
3. Acquire new tools for resolving controversial conversations.

How do we know this is a problem

<https://www.cdc.gov/niosh/topics/healthcare/workstress.html>

<https://pubmed.ncbi.nlm.nih.gov/30739920/>