



Resolving Conflict

Conflict can be challenging. Using appropriate communication skills and a structured problem-solving process can help reach mutually beneficial solutions.

Effective Conflict Resolution Requires

- ✓ Focus on the issue, not the person or placing the blame
- ✓ Acknowledging and appreciating differences in perspective and experience
- ✓ Being flexible
- ✓ Looking for new ways to respond and mutually agree upon solutions

Know Your Patient Triggers

Self-awareness and being able to identify potential triggers can help to decrease conflict.

Consider the following to prevent and address conflict:

- Respect personal space
- Listen to and do not ignore or argue with the patient
- Respond appropriately to patient concerns and requests
- Speak respectfully
- Assess the situation. Consider if:
 - There has been a change in shift or staff
 - The patient was put on late
 - Another patient's behavior is disruptive
 - Staff's behavior is disruptive or inappropriate