CONFLICT RESOLUTION
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Become a conflict resolution rockstar
Space Shuttle Challenger disaster
The launch went ahead
All too often well intentioned people in healthcare organisations choose not to speak up when they’re concerned with behaviour, decisions or actions of a colleague.
Studies have indicated that more than 60% of medication errors are caused by mistakes in interpersonal communication.
Can we master these conversations?

- Broken rules
- Mistakes
- Lack of support
- Incompetence
- Poor teamwork
- Disrespect
- Micromanagement
Why should we speak up?
What would it be like to say almost anything to almost anyone and get what we want without consequences?
Why do we get stuck?
Why do we get stuck?

We think of the risks of speaking up rather than the risks of not speaking up
We need to identify why we get stuck so we can work on ourselves first

This often requires a change of heart
Unhealthy motive?

- Blame
- Punish
- To look good
- Make you look bad
Healthy motive

- Help
- Change a behaviour
- To speak up for safety
The goal of resolving conflict in a relationship is not victory or defeat.

It’s reaching understanding and letting go of our need to be right.
Problem

The problem is we all get stuck or are not achieving what we want in a number of areas

Solution

Learn how to have a respectful, candid conversation that can lead to interpersonal and team success
What do I really want?
Situation
Background
Impact
Clarify
Situation/background

Get the facts …..

I noticed ……..

I saw .................

I heard .................
Situation

Background

Impact

Clarify
Impact

I’m beginning to think …..

I’m wondering if ………

I feel like ………………
Clarify

Help me understand …

Am I missing something?

I would like to see …

I thought we agreed on……what am I missing?
How many conflicts could be avoided if we simply tried to look at it from the other’s point of view?
- **Situation** (the facts)
- **Background** (the facts)
- **Impact** (how the behaviour made you feel)
- **Clarify** (seek to understand)
Curious not furious
The liar

You work with a person who prefers to fib rather than disagree with you; at least that’s what you’re beginning to conclude. You ask her if she will do a certain job, she hesitates, you explain why it needs to be done and then she agrees – but doesn’t do it.

This has happened the last three commitments you have gotten from her.

Each time she has left you an email or note saying she’s sorry but always after it was too late. You think she’s afraid to tell you no, pretends to agree and then purposely leaves messages so she won’t have to tell you face-to-face.
Facts: (situation/behaviour)
The last 3 times I’ve asked you to do a job, you’ve agreed and yet haven’t completed it. You leave an email or note saying you won’t be able to complete the job but it’s after the deadline.

Impact
I’m beginning to think you don’t want to do the jobs and don’t want to tell me.

Clarify
Am I right? or Am I missing something?
- **Situation** (the facts)
- **Background** (the facts)
- **Impact** (how the behaviour made you feel)
- **Clarify** (seek to understand)
In summary

Get unstuck
Get your motive right
Gather your facts
Clarify and seek to understand
Remember the key to conflict resolution is to try to understand their point of view, not necessarily agree with it.
If you’ve decided you’re not going to speak up ....... accept responsibility for that choice and decide how you’ll deal with the future.