

Strategies for Managing Conflict

The course takes a practical approach to dealing with conflict in the workplace. Utilising a blend of group work, self-evaluation and case-study based discussion, it shows nurses and midwives have the knowledge, skills and confidence to be able to intervene at an early stage to resolve conflict situations before they escalate. Managed in the wrong way, real and legitimate differences between people can quickly spiral out of control. Conflict is not necessarily destructive; managing conflict effectively may result in positive outcomes such as new ideas and initiatives and the development of positive communication, active listening and problem solving skills. Developing and maintaining positive relationships and the ability to deal with difficult people and situations is essential within today's diverse workforce.

Outline of Day

Note: Category 1 Approved by Nursing and Midwifery Board of Ireland (NMBI)

09.45	Registration
10.00	Welcome, Introduction and Objectives
10.20	What is Conflict? Overview, Sources, Personal Responses to Conflict, Conflict Management Style, Identifying Impact of Different Conflict Styles. Self-regulation Questionnaire and Exercise.
11.30	Tea/Coffee
11.40	Approaches to Managing Conflict Formal Procedures / Policies and Informal Relationship Building
13.00	Lunch
13.30	Importance of Communication Listening and Questioning Skills, Non-verbal Language, Assertiveness, Influencing People, Exercise
14.15	Conflict Management Understanding Five Conflict Management Strategies and When to Use Them, Managing the On-going Situation
15.00	<ul style="list-style-type: none"> • Skills for Resolving Conflict • The Win/Win Approach • Creating Co-operative Power, Introduction to Negotiation and Mediation • Managing your Emotions • Case Study and Discussion
16.00	Questions and Evaluation
16.30	Close

Aims and Objectives

- To provide knowledge and skills in order to understand and manage conflict situations.
- To provide information on conflict and its root causes.
- To explore conflict within the healthcare environment.
- To help participants to investigate their own style in dealing with and resolving conflict.
- To provide guidance on different approaches to handling conflict.
- To demonstrate ways of developing the skills necessary to manage and resolve conflict situations in the work environment.