

Caring Conflict Resolution

In order to provide compassionate care to our patients we need to feel safe in our own work environments. This problem solving approach is for teams to use when faced with interpersonal conflict so that members can feel *safe enough to be kind!*

1

Take time to settle your mind.

Reflect upon:
What are you feeling?
Why?

2

Approach the other person directly and respectfully.

See script provided on reverse.

3

Listen to each others perceptions with curiosity. Breathe. Afterward, share any new understandings and make a plan for the future.

See tips provided on reverse.

4

If you are **having difficulty** preparing for steps 1 and 2 seek the assistance of a leader to help you prepare- then follow through.

5

If you follow steps 1-3 and are **still struggling**- request a meeting with the appropriate leader and all stakeholders on the issue.

Let the other person know you have an issue to discuss, and book a mutually convenient time.

Possible Script for Step 2

State your issue

When you _____, (describe actual behaviour – what would a video camera have seen?)

I felt _____, (describe your exact feeling)

because _____ . (describe the actual consequence of the behaviour.)

Examples:

“When you **interrupted me** in the meeting, I felt **hurt**, because **I did not get a chance to contribute something that was important to me**”

“When you **forgot to check Mrs. Smith’s temperature**, I felt **worried**, because **regular checks are key to monitoring her safety.**”

“When **you were late for your shift again** this week I felt **annoyed**, because it meant that **I had to stay longer and missed my bus.**”

Possible Script for Step 3

Listen to the others person’s perceptions:

Note: *Be curious!* Resist the urge to defend or react. Instead, ask questions that allow you to better understand the other persons feelings and experience. Check for understanding by asking:

“Okay, if I have this right you felt _____, when _____, is that right?”

Examples:

“Okay, if I have it right, you felt **hurt** because my **interruption** meant that **you did not have a chance to contribute** at the meeting, is that right?”

“It seems that, you felt **worried about Mrs. Smith’s safety** when **I forgot to check her temperature**, is that right?”

“If I’m hearing you correctly, you felt **annoyed when I was late** because **it caused you to miss your bus**, is that right?”

This process will help you *begin* a caring resolution process which will help to set a positive tone for future dialogue.