



Conflict in the Healthcare Workplace: How to Face It Head on
Presented by Elisa Romero, MSN, RN, CMSRN
During the 2019 Annual Convention

Summary: This presentation reviews scenarios and real-life leadership experiences on how to assess, address, and manage the effects of conflict in the healthcare setting in order to achieve a more positive and healthier work environment.

Nursing Implications:

- Conflict is a natural response within the professional relationship.
- Common causes of conflict include poor communication and broken processes.
- Unresolved conflict can lead to low patient experience scores and decreased employee engagement.
- The role of the leader is to foster relationships and teach how to address conflict professionally.

Key Takeaways:

- There is value in early engagement of your employee assistance program via HR.
- Warning signs/ causes of conflict in departments include poor communication, personality and value differences, unhealthy competition, and broken processes.
- The role of the leader in managing conflict can be enhanced by using the triple "A" method.

Link: <https://library.amsn.org/amsn/sessions/5128/view>

References:

Gerardi, D. (2015). *Conflict Engagement: A Relational Approach*. American Journal of Nursing, 115(7), 56-60.

Solbakken, R., Bergdahl, E., Rudolfsson, G., & Bondas, T. (2018). *Caring in Nursing Leadership: A Meta-Ethnography from the Nurse Leader's Perspective*. Nursing Administration, 42(4), 1-19.

View a complete menu of REAL Briefs™ at amsn.org/real-briefs-convention.

Copyright ©2020, Academy of Medical-Surgical Nurses (AMSUN). No materials, including graphics, may be reused, modified, or reproduced without written permission.

