

HOW TO PROMOTE EFFECTIVE CLINICIAN CONFLICT RESOLUTION



As a hospital leader, it's your responsibility to create a culture that cultivates healthy collaboration and constructive conversations—but conflict at points is inevitable.

Use this checklist to handle disagreements smoothly when they do arise.

- Establish a culture that approaches conflict with action, not avoidance
- Take conflict discussions into a private location at an appropriate time (not before, during, or after shift—if at all possible; and not in public)
- Read up on mediation tactics and help each side understand the other's perspective
- Approach each situation with respect for both/all individuals
- Encourage all involved to leave their egos at the door (and leave yours, too)
- Know the roles and responsibilities of the individuals involved
- Customize your approach for individual situations
- Do not act like “the boss”
- Focus on the future, not the “he said, she said, they said” about the past
- Sandwich constructive criticism between encouraging statements (“You are usually so helpful, so I’m concerned with the negative way you acted and spoke in this situation, because I care about your future and reputation.”)
- Do not play favorites
- Know all sides of an issue before drawing conclusions or making final decisions