

RESOLVING CONFLICT AT WORK: DOS AND DON'TS

The behaviors you display on a daily basis don't just impact how your day goes—they impact the experiences of your patients, coworkers and fellow clinicians, their patients, and the overall culture of the hospital. Follow these recommendations for how to avoid conflict and handle it graciously when it arises.

DO

- ✓ Use respectful language and tone
- ✓ Be aware of your body language
- ✓ Focus on the issue or behavior, not the person
- ✓ Articulate your own needs clearly
- ✓ Listen, listen, listen
- ✓ Put yourself in the other's shoes and acknowledge their perspective
- ✓ Realize change is a two-way street

DON'T

- ✗ Display hostility
- ✗ Make cutting remarks
- ✗ Complain to other coworkers
- ✗ Give the "silent treatment"
- ✗ Excessively question or disagree with others
- ✗ Adopt a "know-it-all" attitude
- ✗ Lose your cool
- ✗ Play the blame game