

“Conflict is the signal that there is something about the relationship that needs to change”

Conflict Management

AMSPDC Annual Meeting: New Chair’s Seminar

February 29, 2024



Types of Conflict

- Managing Up
- Dysfunctional Teams
- Policy Violations
- Work expectations
- Work errors
- Hurtful behavior (violations of dignity)
- Disruptive Physician
- “Toxic” personality



Basics of Conflict Resolution

- Don't ignore the conflict
- Lead with dignity: “everyone wants to be treated in a way that shows they matter”
- Define the problem (from both sides)
- Meet on neutral (safe) ground
- Let everyone have their say (set ground rules?)
- Listen, investigate and reflect (avoid premature closure)
- Agree on an action plan (explore solutions)
- Communicate plans/follow-up if appropriate
- Document



The Fierce Conversation: Confrontation with curiosity and dignity

- Name the issue
- Select a specific example
- Describe your emotions
- Clarify what's at stake
- Identify your contribution
- Indicate your wish to resolve the issue
- Invite your partner to respond
- Question to fully understand
- What have you learned?
- Make a plan

Fierce Conversations 2004 page 148-161



References

- Leading with Dignity
 - Fierce Conversations
 - How to Manage Conflict
 - Conflict Management
 -
- 2018 Donna Hicks
- 2004 Susan Scott
- 2007 HBR: Gill Corkindale
Overton and Lowry
- 2013 Clin Colon Rectal Surg
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