

Conflict management and negotiation



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Kathryn Moultrie

According to the information in the Stanford video, there are four types of conflict (task, process, relationship or status) (Mack 2017) that can occur not just in healthcare, but in any workplace, personal or even in your own home. Direct or indirect, patient contact health care employees such as physicians, nurses, and technologists who work in complex, stressful environments that are prone to conflict. Task, relationship and process are the three sources of conflict in a workplace (Greer, L., (n. d.), Conflict Management from Stanford, Video and Mack, R. 2017 NU 414 Week 9 – Discussion Forum).

Part 1: Witnessed situation in healthcare in which there was conflict and the type of conflict

The witnessed situation in healthcare in which there was conflict, was Task conflict. Task conflict can occur over organizational policies and procedures, or the method or means of completing a task (virtual intent to travel consultation with TVC). The situation occurred between a Veteran (a diabetic) and, his wife who were traveling. The Veteran had unintentionally forgotten his insulin and supplies and came in to get them replaced. He had been told by our pharmacy department that he needed to register in order to receive any medication or supplies from the system (policy) and to check-in with the Travel nurse coordinator's (TVC) (procedure). This made him very angry and upset (near my desk).

I overheard his wife saying; “ what’s wrong dear”, (his voice rose) what wrong, stupidity and ignorance that’s what’s wrong! “ Ima Veteran, I served this country, why is it a problem to get service, while on vacation, or am I

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just not supposed to take my insulin while I am on vacation...and what the hell is a TVC, why should I register just to get my medication and supplies, they can see that I'm in the system! (Moultrie 2017)

I quietly slipped into the TVC office, to give her a heads up; she entered the lobby to address his concerns. His immediate response to her was, “ what is wrong with this place (voice raised); talking over him, she [TVC] said; I'm Jan, may I remind you that; as our Pharmacy department explained to you that you must “ register” in order to receive any medication or supplies from the system (policy). His (Veteran) response: (voice escalating) why are you talking over me, don't you have any respect to listen to what I'm saying, her (TVC), response: I'm telling you, you need to lower your voice and listen right now and you need to register, she took his hand, and said I will take you to the head of the line myself. Her raised voice and heartfelt expression convinced him to register (Moultrie 2017).

Part 2: Method of conflict resolution (from the crucial conversation booklet) that could have improved the interaction

According to Crucial Conversation Getting Started Booklet, (2011) p. 16, 22, methods of conflict resolution that could have improved interactions would be compromising, instead of trying to win the argument (why do I need to register to get what I need/what is a TVC), compromising allows you to meet your needs (Veteran to registration/procedure when traveling) and the individual's needs (insulin and diabetic supplies), and harmonizing/accommodating; working towards a common goal and

protecting the relationships (Crucial Conversation Getting Started Booklet, (2011) p. 16, 22).

Part 3: Identify the Stakeholder and 1 Potential Restraining Force

According to the system of stakeholder model, conflict can be fueled by multiple requirements (system TVC consultation and registration) in an overwhelming and frightening realization, which can make collaboration difficult. For the example posted on conflict (task conflict), the stakeholder identified from Freshman (2011 et al Table 15-2 p. 354-355, is interpersonal; relationship with one other. The 1 potential restraining force is lack of awareness; in this case the Veteran/wife had no knowledge or information on the facility's policy and procedure on traveling and care continuum (Freshman (2011) et al Table 15-2 p. 354-355 and Table 15-3 p, 358-359).

Part 4: Describe the practice that would facilitate collaboration

The practice, that would facilitate collaboration, from Freshman (2011) et al Table 15-3 p. 358-359, would be empathy and family and customer, and getting the information out of the facility's policy and procedure on traveling and care continuum. According to Greer, L., (n. d.), Conflict Management from Stanford Video, task conflicts are the most productive form of conflict, and can occur over organizational policies and procedures, or the method or means of completing a task, in this situation the procedure for intent to travel and virtual consultation from PCP to the facilities' TVC's to manage care workplace (Freshman (2011) et al Table 15-3 p. 358-359 and Greer, L., (n. d.), Conflict Management from Stanford).

In conclusion, When people lack information – when they are uncertain about why someone disagreed with them – they are much more likely to take it personally,” Lindred Greer (n. d.). Healthy communications and collaboration involve finding resolution that both sides can be happy with.

References

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