

Nursing conflict management

[Health & Medicine](#), [Nursing](#)



Conflict Management Summary of the Article The article entitled “ A literature review of conflict communication causes, costs, benefits and interventions in nursing” written by Brinkert (2010) which was published in the Journal of Nursing Management proffered pertinent issues relative to presenting a review of related literature on the subject of conflict communication. The author disclosed that the main objective was to delve into previous research on the subject and to address the following questions, to wit: “(1) What do we know about conflict in nursing? (2) What do we need to know about conflict in nursing? And (3) what are the implications for nurse managers?” [Bri10].

To achieve responding to these questions, Brinkert (2010) initially provided a definition of conflict; prior to expounding on previous research that presented the origins of conflict in this field of endeavor. Specifically, conflict among and within nurses were determined; conflict among nurses and other health care practitioners; and conflict among nurses and the patients. Likewise, the author delved into the costs of unmanaged conflict; as well as the beneficial and normal conflict communication. Finally, conflict communication strategies and interventions were identified as crucial in finding appropriate resolution to conflict in the nursing profession.

Identification and Explanation of the Conflict Addressed in the Article

The article was replete with presenting relevant issues about conflict in the nursing profession. Since the author presented a literature review, he used authoritative secondary sources of previous studies and researches that discussed the causes, costs of unmanaged conflict, the benefits of normal conflict communication, as well as the identified strategies which were

deemed most effective in addressing conflicts encountered by nurses. One of the most relevant findings was stated as “ while conflict cannot be entirely eliminated from nursing, particular sources of destructive conflict may be decreased or eliminated” [Bri10]. Likewise, the author revealed that conflict communication is a facet in the nursing profession that remains underdeveloped. There have been identified implications for nurse managers in terms of acknowledging that conflict in any organization is normal and that there are effective interventions and strategies which would assist nurse managers in resolving conflicts in their work settings.

Application of Content to Practice as a Manager

The content is highly beneficial to nurse managers in terms of its extensive and comprehensive content that included determining the origin, nature, causes, costs and other interventions and strategies that would be helpful in resolving conflict within the nursing profession. There were identified proposals to structure conflict management based on principles such as scope, culture, multiple access points, multiple options, and support structures [Bri10] that would increase nurse managers’ understanding of ways and means by which conflict could be effectively managed. Through the support of innumerable sources of authoritative secondary sources on the subject of conflict and conflict management in the nursing profession, nurses and health care practitioners could verify and validate information through delving more closely into the noted literatures to increase awareness, enhance understanding, and be apprised of contemporary findings involving conflict communication and management by and of nurses.

Reference

Bri10: , (Brinkert, 2010, p. 146),

Bri10: , (Brinkert, 2010, p. 151),

Bri10: , (Brinkert, 2010, p. 152),