

Good essay about leadership in healthcare

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Introduction

Workplaces are usually faced by challenges including various conflicts that occur between the same level employees, different level employees, as well as conflicts between various departments, teams and groups. In that respect, managing the conflicts is crucial to enhancing organizational performance, and this analysis demonstrates the problem-solving that is involved. To achieve the objective, the analysis uses two cases on employees conflict. The first case relates to a conflict between employees while the second case concerns conflict between employees and the management. In reference to the cases, the analysis identifies the suitable conflict resolution models, leadership qualities as well as processes suitable for promoting change in such scenarios.

Analysis

- Scenario one: Radiologist handling the conflict with the internist

The conflict involved in this case is horizontal conflict as it involves two persons at the same level.

Problem-solve model that could be used in the situation

The integrative problem-solving model is the one suitable for this case as it seeks to enhance employees' collaboration in achieving common goals.

Leadership qualities that may be involved

The most desired leadership quality in such a situation would be patience that would enhance ability to deal with employees' expression of dissatisfaction with understanding. (Porter-O'Grady & Malloch, 2015)

Process that the leader may use to promote change in the organization after such situation

If such a situation occurs in an organization, a leader will promote change by seeking to enhance communication between employees. That would address issues such as poor and unclear expectations that mainly result from poor communication. With that, employees would have clear understanding of their colleagues expectations hence would efficiently consider them in their operations and decision making. (Brett, 1998)

- Scenario two: The family physician's conflict with divisional chief

The conflict between the two can be termed as vertical conflict that involves a person and their senior. In that case,

Problem-solve model that could be used in the situation

The suitable model in this case is the integrative model that entails seeking to enhance employees understanding of each other, as well as their collaboration.

Leadership qualities that may be involved

The most crucial leadership quality for addressing such cases is the diversity management skills. (Porter-O'Grady & Malloch, 2015)

Process that the leader may use to promote change in the organization after such situation

As a means of addressing the racial problem, a leader could promote change by seeking to enhance diversity management. With that, employees would be able to recognize their differences, respect them as well as accommodate them in their operations. In addition, it would be a suitable way of enhancing performance of employees who are considered different. Finally, it would

enhance the relationships between employees and their leaders hence motivate them towards pursuit of the organizational goal. (Blake, 1984)

Conclusion

In view of the two cases including the radiologist's conflict with the intern as well as the employees' conflict with the chief, the cases entail horizontal and vertical conflicts respectively. In that respect, it is identified that the suitable conflict resolution models for the scenarios is an integrative model. Further, the necessary leadership qualities for addressing the case include patience and diversity management skills. Finally, addressing such conflicts in within an organization, leaders would seek to promote change by enhancing communication for the horizontal conflict as well as by seeking to enhance diversity for the vertical conflict case.

References

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- Brett, J. (1998). *Breaking bonds of reciprocity in negotiations*. Academy of Management
- Porter-O'Grady, T. & Malloch, K. (2015). *Quantum Leadership: Building Better Partnerships for Sustainable Health*. 4th Ed. Sudbury, MA: Jones and Bartlett.