

Conflict paper in nursing:in the workplace and or on teams



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R. Preeti 15/4/2008 CONFLICT RESOLUTION Today's workplaces have incorporated the process of working in teams. Hospitals and healthcare units are no exceptions. Even in a healthcare unit, there do occur conflicts, that are synonymous with all other workplaces. These conflicts can arise in the form of ego clashes, or inappropriate performances at work, competition or any other such issue. However, it is important for workplaces to recognise these tension areas that cause these conflicts and proceed towards conflict resolution mechanisms, in order to emerge successful.

As the head of the team of nurses, it becomes very important that service is given top priority. However, conflicts can lead to a dissipation of service and bring in elements that are negative and not very encouraging at work.

Therefore, it is important to curb such elements and ensure the proper functioning and rendering of services.

One of the conflicting situations that have come to the fore, is the lack of the principle of punctuality, wherein the nursing staff have not been very punctual in relieving those of the previous shift. It so happens that when one shift gets delayed, it certainly leads to displeasure and in order to equal the scores, the occurrence is repeated. This often leads to a lot of hard feelings within the team. It not only leads to a loss of team-bonding and teamwork abilities, but also leads to the depreciation in the quality of service rendered. This leads to further haphazardness and earns the team and the organisation a bad reputation.

The resolution of this conflicting situation, could come in the form of enforcing strict rules of time-keeping and punctuality. For instance, if a staff member comes ten minutes late than the prescribed schedule, he or she will have to pay fines or will have to work extra-time. This can be implemented <https://assignbuster.com/conflict-paper-in-nursing-in-the-workplace-and-or-on-teams/>

strictly, to curb such occurrences. However, genuine cases can be considered as well.

While the fine could bring about resentment in the team, a session on time management and punctuality can be conducted. The staff needs to realise the important of time, while also respecting the others' time. It is also important to respect the necessity and the health conditions of patients. Therefore, more than anyone, it is the nursing staff that needs to be punctual and service-oriented. Thus, conflicts and their resolutions are imperative to help workplaces grow and evolve into better performing ones.

REFERENCES

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