

Discussion board post response

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Response to Discussion Response to Laura Sikkink I could not agree more on your inference that conflicts in the workplace can either have a positive or a negative impact. As Brinkert (2010) notes, conflicts can act as the basis for identification of confounding issues within the workplace hence strategies to improve the situations crafted and put into practice. On the other hand, they could affect communication and hence impact on job satisfaction and productivity. In your example, the verbal abuse by the primary care supervisor could affect the involvement of other group members. According to Brinkert (2010), such behavior could have an indirect expense on the organization in terms of " Damaged team morale, lost opportunities to manage future-oriented projects, and increased incidence of disruptive behavior by organizational insiders and emotional costs" (p. 149). If feedback is not given to the primary care supervisor to help prevent such behavior, then other group members could be discouraged to be involved in other projects where the primary care supervisor is present.

Response to Hope Barham

Hope, the example you gave is a classic representation of many workplaces. Bullying is prevalent in many organizations and if not addressed effectively, it could lead to decreased productivity. Effective relationships in the workplace are imperative as they contribute to improved job satisfaction, nurse retention, and also improved results in nursing practice (Barrett et-al, 2009). In reference to your example, favoring some employees could make other employees feel devalued and hence leave the organization. Failure to take action against bullying affects employees engagement and involvement in care practices. In other words, bullied employees are less likely to engage

in teamwork for fear of being harassed. In my organization, policies have been implemented to ensure such cases are reported expeditiously and punitive actions taken against perpetrators. This helps prevent bullying and as a result, improved productivity has been constant.

References

Barrett, A., Piatek, C., Korber, S., & Padula, C. (2009). Lessons learned from a lateral violence and team-building intervention. *Nursing Administration Quarterly*, 33(4), 342-351.

Brinkert, R. (2010). A literature review of conflict communication causes, costs, benefits and interventions in nursing. *Journal of Nursing Management*, 18(2), 145-156.