

Conflict management among nursing professionals

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Conflict management among nursing professionals Introduction Conflict management entails limiting the negative feature of disagreements to enhance peaceful coexistence among individuals in an organisation. Conflict lower employee morale and this affects the propensity of the entire organisation. The nursing profession entails promotion of health, caring for the disabled and prevention of illnesses (Zerwekh & Garneau, 2014). Just like any other profession, the nursing profession is faced with several conflicts. To improve efficiency, strong conflict management strategies must be put in place. Proper conflict management among nursing professionals lays a platform for smooth delivery of safe patient care and healthy workplace. Therefore, this paper is meant to research on how efficient communication among nursing professionals is very crucial in conflict management, workplace satisfaction, patient satisfaction and safety.

Conflict management through communication

Proper communication mechanisms are essential for conflict management among nursing professionals. Good communication skills aid in streamlining the relationship among the nursing professionals which provide a level working environment. In fact, efficient communication skills allow the nursing professionals interact freely and without commotions and therefore are able to execute their duties more efficiently and in harmony. It is through efficient communication that the nursing professionals can get to share ideas and gain more skills. The nursing professionals must strive to develop smooth communication strategies to aid in managing conflicts.

Effective communication strategies enhance solution of issues on time before they get out of hand. For instance, timely management of hostility

between two nurses will promote workplace satisfaction since the disagreement will last for a short time. According to Arnold & Boggs (2011), a hostile situation between nursing professionals may emanate from mockery of one's opinion by others. In essence, the conflict management department should ensure that any communication made to ridicule someone's opinion is prohibited to prevent a conflict from arising. In fact, the management needs to provide a level ground for dialogue between the conflicting parties. Dialogue is among the most preferable mechanisms for conflict management. Successful dialogue between quarreling nursing professionals can inculcate respect between them which might aid team building and efficient performance.

Efficient communication eliminates confusion by patients and this promotes their satisfaction. Conflicts among nursing professionals result in confusing the client. For instance, if two nursing professionals differ in their prescription about the same subject matter, the client may be confused on whose prescription to follow. Therefore, differences that emerge between nursing professionals should be resolved before attending to the patient for enhanced patient satisfaction. A patient who trusts a nursing professional is more likely to comply with the plan and leave the facility feeling satisfied with the care (Arnold & Boggs, 2011, p. 458). In fact, conflict among the medical professionals is displayed on the client behaviors. The client's perception a nurse's advice or service is determined by the relation of the nurse and other medical professionals

Conclusion

To sum up, nursing professionals need to recognize the importance of

dealing with a conflict on time and upholding their respect for each other and that of their clients. The way nursing professionals conduct themselves bears a direct impact on the clients. Communication mechanisms that promote trust and respect among the nursing professionals as well as the clients form the basis for satisfaction. In fact, the nursing professionals need to develop efficient communication strategies for proper conflict management.

References:

Arnold, E. C. & Boggs, K. U. (2011). *Interpersonal relationship: professional communication skills for nurses*. St. Louis, Missouri: Saunders.

Zerwekh, J. & Garneau, A. (2014). *Nursing today: transitions and trends*. St. Louis, Mo.: Elsevier Saunders.