

# Conflict management

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



Conflict Management al Affiliation Conflict Management Summary of the Article The article written by Brinkert en d “ Conflict coaching training for nurse managers: a case study of a two-hospital health system” and published in the Journal of Nursing Management presented and analyzed the application of a Comprehensive Conflict Coaching Model (CCCM) as a means to enhance awareness of conflict management in the nursing profession. As discussed, an overview of conflict coaching and a description of the CCCM to be applied in the health care setting were extensively presented. The study involved training 20 nurse managers as conflict coaches to specifically apply the CCCM with distinctly identified supervisees within an eight-month program. It was therefore revealed that results were categorized and evaluated according to programme demand under four themes (ubiquity of conflict, conflict competencies, intervention pathways, and preferred uses of conflict coaching) and well as programme composition, implementation, outcomes, and efficiency were discussed. Brinkert (2011) finally revealed that conflict coaching was a “ practical and effective means of developing the conflict communication competencies of nurse managers and supervisees” (Brinkert, 2011, p. 80).

#### Conflict Addressed

The article actually revealed a new technique of improving conflict communication process within the nursing profession using the CCCM. The author disclosed how training nurse managers on conflict coaching could improve conflict communication and management by enhancing awareness on the nature of conflict and the effective strategies and interventions that can be utilized in conflict situations. There were limitations noted by the

author including the intertwined role as researcher and trainer for the proposed CCCM. As such, the task proved to be allegedly challenging and daunting. At the same token, Brinkert (2011) revealed and confirmed that there is a still a need to improve conflict communication and management within the nursing profession and to “ extend organizational dispute resolution processes to the individual level” (Brinkert, 2011, p. 90). By learning and applying the CCCM through previously implemented conflict coaching training, nurse managers are able to appreciate effective resolution of conflicts encountered within the health care environment.

#### Application as Manager

The findings and information learned from the article are valuable for nurse managers in terms of appreciating that the proposed CCCM could assist in managing conflicts in the nursing profession. Since sources and causes of conflicts abound, nurse managers would be able to find effective conflict resolution strategies if given appropriate conflict coaching training, as explained. It is therefore commendable that current health care practitioners could look forward to alternative means for improving conflict management and resolution skills through the CCCM.

One strongly believes that the effectiveness of a manager in the health care setting includes undertaking functions of planning, organizing, directing and controlling. The controlling function should integrate the managers’ ability to address conflict and be able to maintain a conducive work environment free from pressures and conflict among colleagues and among other stakeholders. To be able to do this, proper conflict coaching training and conflict resolution techniques must be accorded to enhance understanding

and develop skills in conflict management, as required.

#### Reference

Brinkert, R. (2011). Conflict coaching training for nurse managers: a case study of a two-hospital health system. *Journal of Nursing Management* , Vol. 18, 80-91. Retrieved from <https://ehis.ebscohost.com/eds/pdfviewer/pdfviewer?vid=3&hid=121&sid=6d0aac64-4b1d-424c-98c4-8da41a60626b%40sessionmgr15>