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Conflict Resolution

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Disclosures

- I have no disclosures to report


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Objectives

- Define Conflict and Resolution
- Review Different Approaches to Conflict Resolution
 - Awareness of Conflict
 - Use different tools assess conflict resolution
 - Identify ways to handle difficult conversations during conflict resolution
- Relate Real Examples in Ambulatory Surgery


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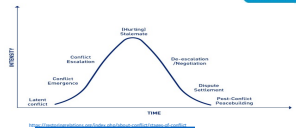
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Conflict Resolution

- Several definitions
- Understanding the conflict¹
 - Involves two or more parties
 - Requires commitment and communication of conflicting ideologies
 - Often involves collective negotiation or diplomacy
 - May be peaceful or forceful
- Several theories/strategies of conflict resolution




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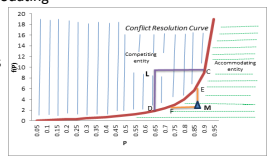
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Conflict Resolution Theories

- Conflict Resolution Curve²
 - Two domains: Competing vs. Accommodating
- Dual Concern Model³
 - Concern for self vs. concern for others
- Often necessitates strategy




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Awareness

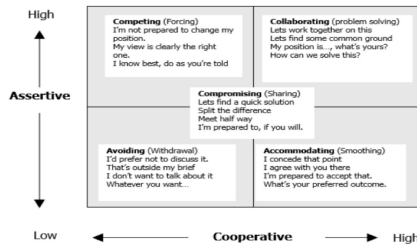
- Self-awareness
 - Strengths and weaknesses
 - Wants vs. needs
 - How do you view others?
- Situational awareness
 - Strengths and weaknesses
 - Wants vs. needs of others
 - **Intensity and time**
 - How do others view you?


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Thomas-Kilmann Instrument⁴



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Thomas-Kilmann Conflict Styles⁴

- Competing – assertive and cooperative
- Accommodating – unassertive and cooperative
- Avoiding – unassertive and uncooperative
- Collaboration – assertive and cooperative
- Compromising – intermediate assertive/cooperative

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Conflict Resolution Skills

- Assertiveness
- Mediation
- Empathy
- Facilitation
- Interviewing/Active Listening
- Accountability

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Difficult Conversations⁵

- Make it a safe conversation
- Avoid escalation – Master your story
- Explore other's paths
- State your path
- Seek Mutual Purpose

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Examples?

- OSU Case Migration Across Pavilions
 - Labor Resource Shortage
 - Equipment/Instrumentation
 - Staff familiarity/training
 - Cost and Logistics
 - Perioperative Staff: Nursing, Techs, Anesthesia providers, Surgeons

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What did we cover?

- Define Conflict and Resolution
- Review Different Approaches to Conflict Resolution
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- Relate Real Examples in Ambulatory Surgery

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Questions/Comments?



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References



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- 2.) Das, Tuhin K. "Regret Analysis Towards Conflict Resolution". 2018. SSRN. Doi:10.2139/ssrn.3173490.
- 3.) Goldfien, J, Robbenolt, J. "What if the lawyers have their way? An empirical assessment of conflict strategies and attitudes toward mediation styles". Ohio State Journal on Dispute Resolution. 22(2):277-320.
- 4.) Kilmann Diagnostics. Thomas-Kilmann Conflict Mode Instrument. www.kilmannndiagnostics.com.
- 5.) Crucial Conversations for Mastering Dialogue: The Standard in Effective Communication. www.cruciallearning.com.

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