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Conflict Resolution
SAMBA 2023 ASC Medical Directors & Leaders Summit
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Conflict Resolution
Four Key Strategies

1. Take Personal Responsibility
2. Hold Each Other Accountable
3. Encourage Collaboration
4. Build Relationships

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Conflict Resolution
Four Key Strategies

1. Take Personal Responsibility
 - Admit When You've Made a Mistake
 - Don't Try to Blame Others
 - Admit What You Can and Cannot Control




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Conflict Resolution
Four Key Strategies

2. Hold Each Other Accountable
 - Address Concerns in Private
 - Address Mistakes without Assigning Blame



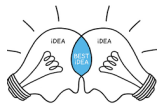
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Conflict Resolution
Four Key Strategies

3. Encourage Collaboration
 - Everyone Brings Their Own Expertise
 - Publicly Recognize Excellence of Teamwork
 - Encourage Each Other

"We Don't Do Negative"



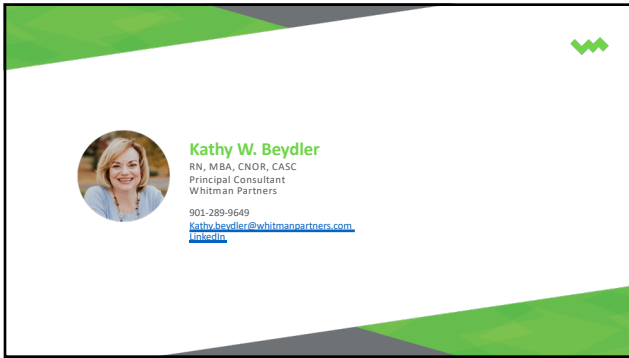
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Conflict Resolution
Four Key Strategies

4. Build Relationships
 - Negative Voices are Always Louder
 - Look Beyond the Negative Voice to the Person
 - Better Relationships = Better Patient Care

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