



Dealing with the Trouble Anesthesiologist

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Objectives

By the end of this session, participants will be able to:

- Characterize the characteristics of healthy teamwork
- Describe the concepts of conflict resolution
- Use principles of coaching and feedback to work with the providers
- Enumerate the human resource process for separation from an employee



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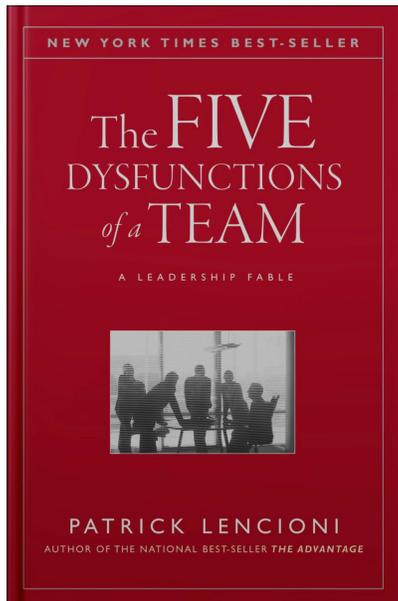
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Teamwork



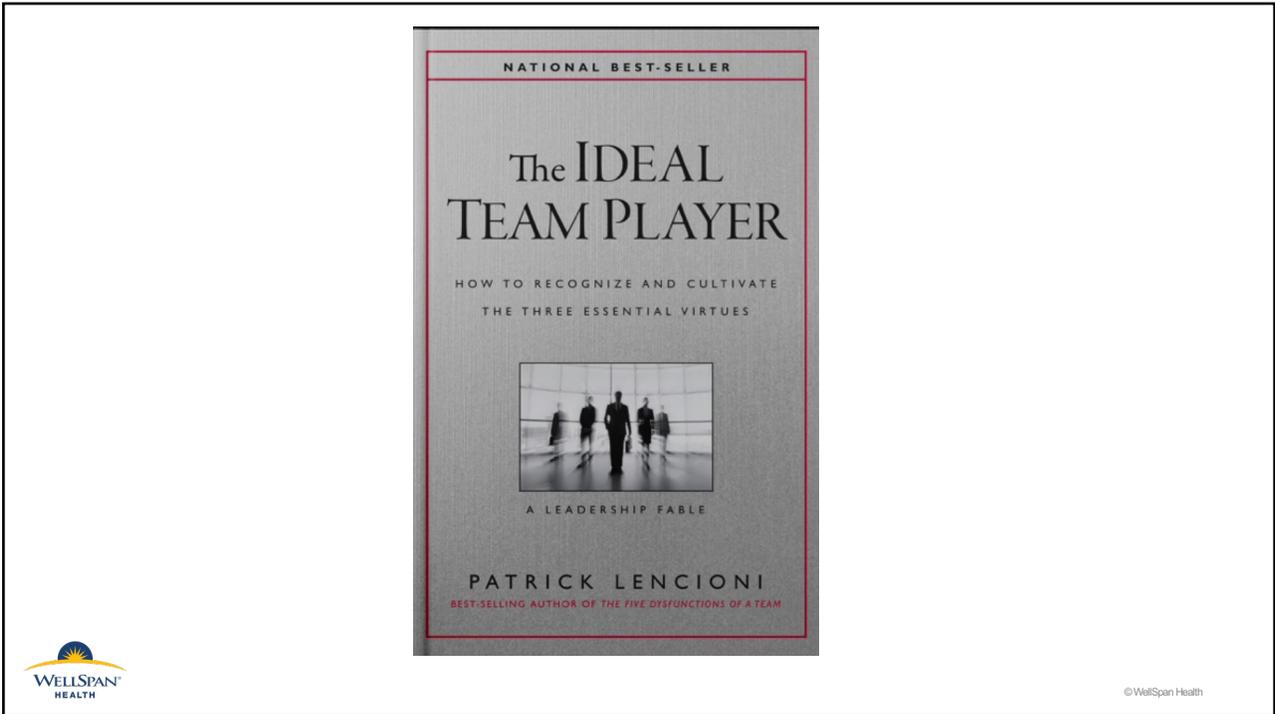
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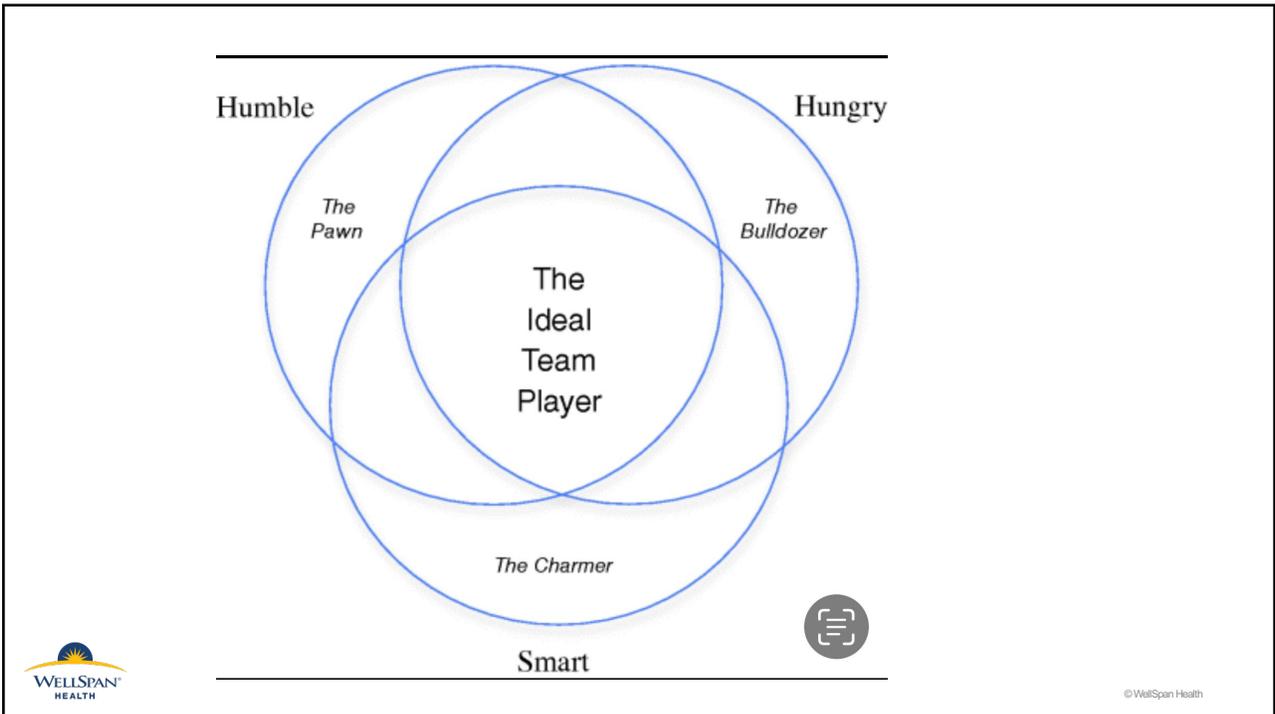


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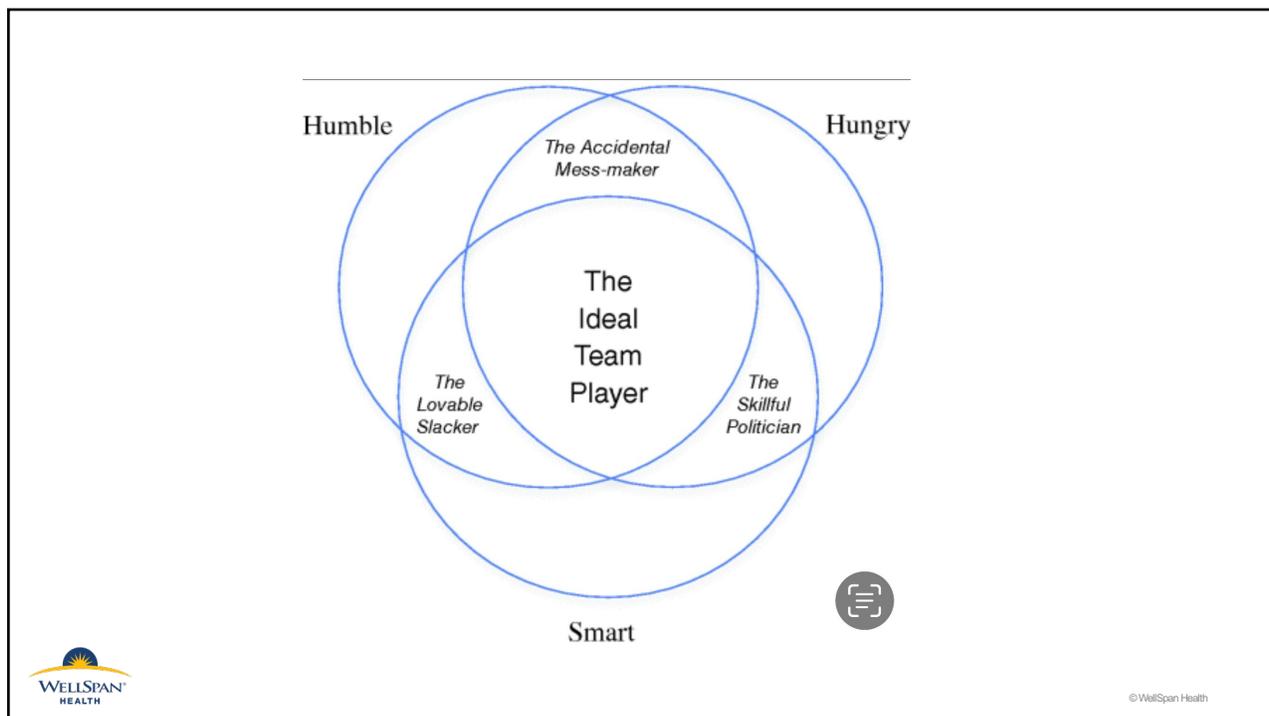
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Conflict Resolution

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Getting to Yes: Fisher & Ury

- Separate the people from the problem
- Focus on interests, not positions
- Invent options for mutual gain
- Insist on using objective criteria



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Coaching & Feedback



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Principles of Coaching

- Create a safe space
- Empathy: what is the story being told by both sides
- Lack of Judgement



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Feedback

The image shows two cards on a dark background. The left card is titled "GIVE Feedback" and lists four points: "Ask for permission", "Say it how they can hear it", "Focus on behavior", and "Just do it". The right card is titled "RECEIVE Feedback" and lists six points: "Feedback is a gift", "Open to all sources", "Two response options", "Take time to process", "Assume positive intent", and "Ask for feedback". The bottom point on the right card is "Reflection/mirroring".



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Human Resources



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Human Resource Path

- Verbal Warning
- Written Warning
- Separation

- Transparency, determination, courage
- Dignity of each person



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Conclusion

- The process of dealing with a “trouble” provider would be more effective if principles of team building, conflict management, coaching & feedback are used before a decision is made to separate. However, when the decision is made to separate, it should be done with determination, transparency, courage with attention to preserve the dignity of the provider.



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