

Strategies for Embracing Conflict: A Necessary Skill for Teamwork

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Mary Lee Brock, MEd

Joy Doll, OTD, OTR/L, Associate Professor

Jacqueline N. Font-Guzmán, PhD, JD, MHA

Gail Jensen, PhD, PT, FAPTA, Professor

Center for Interprofessional Practice, Education and
Research (CIPER)

&

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**Mary Lee Bock, Joy Doll, Jacqueline Font-Guzman,
and Gail Jensen**

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Those who purchase CE credit:

- MUST sign in to receive credit
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What is our story?



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What is your story?...



**What
inspired you
to come to
this
session?**

**What do you
hope to take
away from your
time here?**

Our goals...

- Identify the distinction between conflict resolution and conflict management
- Assess and identify your dominant conflict style using the TKI Instrument
- Practice strategies for flexing your conflict style and shift from avoidance to engagement
- Describe how you will use conflict engagement strategies to enhance team resiliency in your workplace

What's next...

- Discussion on conflict engagement vs. conflict resolution
- Assess your conflict style
- Interactive activities to practice flexing conflict style and shifting from avoidance to engagement
- Create a road map toward a preferred future
- Share our insights with the larger group

Myths & realities about healthcare teamwork

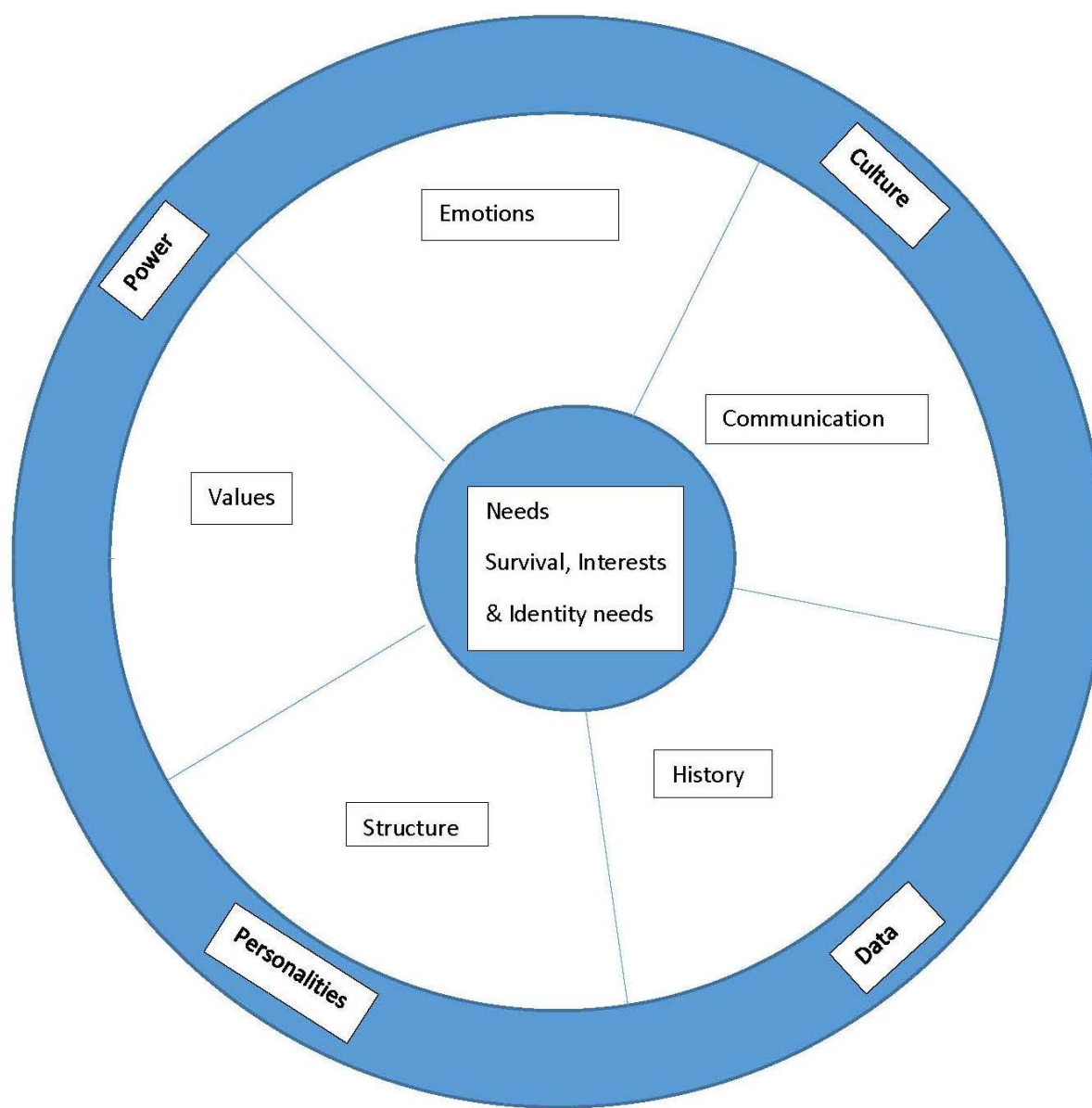
(Eichbaum, 2018)

Myth	Reality
Health care teams should avoid conflict.	Conflict helps teams grow and become high performing.
Being an effective team member is an inherent skill	Skill development is required especially in complex, health care teams
Conflict should be resolved	Conflict should be embraced
Interprofessional = collaboration	Interprofessional = presents many challenges to collaboration
Major differences lead to conflict	Minor concerns lead to conflict
Power hierarchies are a norm	Democracy helps aid in effective teamwork

Conflict engagement vs conflict resolution

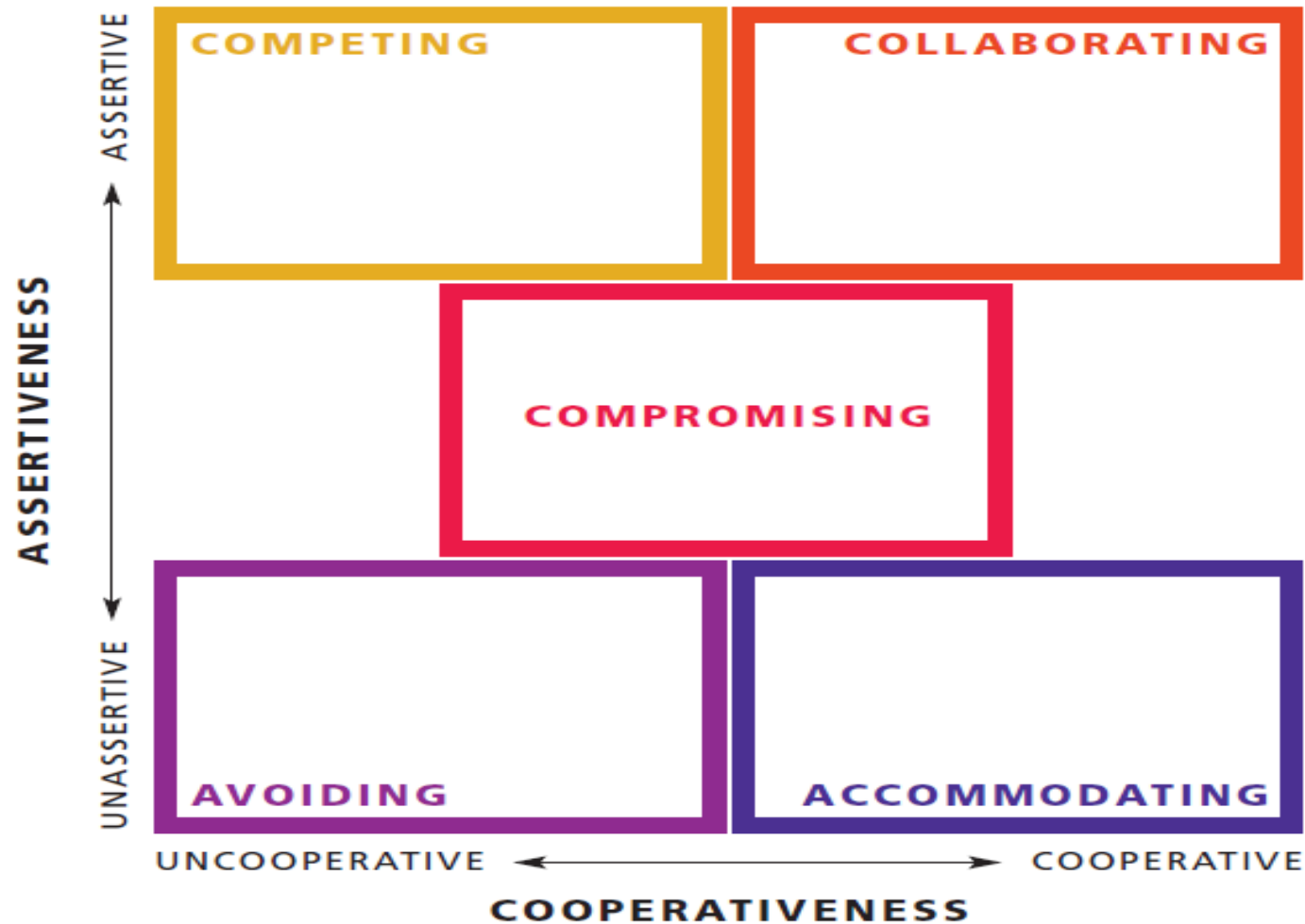


Wheel of Conflict



Source: *Dynamics of Conflict* Bernard Mayer

Thomas-Kilmann Conflict Mode Instrument (TKI)



TKI Self-Assessment

Accurate Self-Assessment



Knowing one's Inner resources, abilities & limits.

Flexing your conflict style to engage productively with conflict



**“I suppose I’ll be the one
to mention the elephant in the room.”**



**GET
CURIOUS**



**NOT
FURIOUS**

**ASK YOURSELF: What else can this mean?
How might this be a good thing in disguise?**

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Yes! And...





“A conversation of possibility looks toward the future and gives the power to create an alternative world through the language that is used” (Peter Block)

Attitudes

- Internal states – influence individual's choices/decisions to act in certain way

Behaviors

- Overt actions/displayed during interactions between team members – collection action

Cognition

- Knowledge & experience for effective teamwork

Systems view: Our reality

Societal

Society – the key systems, structures, and regulation are part of the larger society in which we all work such as (political, economic, legal, educational, ethical, etc)

Organizations

Organizations/institutions deals key systems and structures so that the institution/organizations can accomplish its mission, vision, values, and goals. We all work within some kind of organizational or institutional structures.

Individual

Individual deals with the values, attitudes, behaviors, and knowledge they bring to the team.

Thanks for your participation!

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The background of the image is a solid blue color with a geometric pattern of large, overlapping triangles in various shades of blue, creating a dynamic, crystalline effect. Centered in the image is the Creighton University logo. The word "Creighton" is written in a white, elegant serif font. A thin white horizontal line is positioned directly beneath the word "Creighton". Below this line, the word "UNIVERSITY" is written in a white, all-caps, sans-serif font, with wide letter spacing.

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