

Type: Coursework

Subject: Issues in Nursing

Subject area: Nursing

Education Level: Undergraduate/College

Length: 3 pages

Referencing style: APA

Preferred English: US English

Spacing Option: Double

School: Chamberlain University

Title: Conflict Resolution Paper

Instructions: for this assignment, you will consider a conflict that occurred in your real nursing setting. you will describe the conflict in detail and then resolve the conflict using the 5 modes of conflict resolution. next, you will select the best mode of conflict resolution for the conflict you described from practice and what the expected outcome should be. in addition to an introductory paragraph with a purpose statement and a conclusions or summary paragraph, the main points to cover in this paper are: introduction with purpose statement a detailed description of the conflict, the person(s) involved, ethical or legal nature of the conflict. how the conflict was originally handled: how the conflict was managed by the persons involved in the conflict and the nursing administration, and if the conflict led to any change (describe the change and outcome). 5 modes of conflict resolution explained. the 5 modes of conflict resolution are explained. each of the modes of resolution is applied individually to the conflict and an outcome projected. lastly, select the best mode to resolve the conflict based on the 5 modes of conflict resolution you presented. include the rationale for your selection. summary or conclusions paragraph be sure to include at least 3 published, peer-reviewed references from the online library published in the last 5 years. please do not use blogs, websites, or other sources of information for this assignment. you may use your textbook as 1 of the 3 references. minimal, if any, direct quotes.

Conflict Resolution Paper

Name

Affiliation

Course Code

Supervisor

Date

Introduction

Every nurse leader's career includes dealing with difficult personality traits. A thoughtful and consistent approach, as with many aspects of leadership, can make all the difference. This article offers advice on how to deal with social relationships effectively. People are present in both the highs and lows of leadership. Working in a team is the most rewarding aspect of our jobs, as well as the most difficult and draining. Every nurse leader's career includes dealing with

tough personalities. A thoughtful and consistent approach, as with many aspects of leadership, can make all the difference... Disrespectful and disruptive behavior can jeopardize patient safety, boost absenteeism and turnover, and diminish job satisfaction (Olson, 2017). The following is a reflection of some of the nursing workplace conflict that I encountered and how I managed to solve.

Conflict between Me and Junior Nurses

One of the workplace conflict that I have encountered is between me and junior nurse who are still working through their certificate level. It is often expected that as a senior nurse, I should be in a position to efficiently run a health institution and be able to organize, communicate and understand the challenges that junior nurses may face. The main source of conflict is the way they perceived the level of power that was bestowed on my as a senior nurse. For example I was required to organize their shift schedules, be the first line of consultation in the event that they had a challenging patient and to provide internship report to the required authorities. The way that I was able to deal with the conflict regarding how they perceived my authority, given that some of them would be rebellious when I gave them simple orders, I began involving them in decision making. In this they felt appreciated and that they were as part of the team. I also strategically gave them more power and responsibilities as a way of appreciating their hard work. For example, I allowed them to organize their shifts schedules but bring them to me for approval and review. I would also talk to them regarding the ward that they would be comfortable working in, while I also encouraged them to experience different environments.

Conflict between me and Patients

The other common conflict that I have experienced is the one between me and difficult patients. This is a common conflict for most nurses and at times this has also led to a legal battle. The situation happened when I was faced with an emotionally distressed patient and highly religious family members that could allow the patient to be dressed by a nurse who is not from their culture and religion. During this time I was working as a junior nurse and such an experience can be intimidating. I however, appreciated that each patient has their distinct behavior and habits, meaning that as a nurse one needs to know ways to handle patients with tense emotions and anger. At the same time the patient was tense and required me to provide them with the reassurance that they would be alright. What I did was to collaborate with the patient and the patient's family in taking them through the procedure. I also called on the ward physician to explain to the patient the reason for constant dressing since the patient had undergone surgery and only an experienced nurse would be allowed to do so. I also used good communication skills to direct the patient and assure him and the family that I was there to serve his best interest, for which he later agreed and the procedure would go on to the time he was discharged.

Based on the above scenarios, anyone who faces interpersonal conflict in nursing has a variety of options on how to handle it. In my experiences, the following modes of conflict resolution have always worked.

1. **Competing:** Nurses who use competing as a resolving conflicts strategy are likely to be overly pushy and focused on "winning" the debate rather than finding the best potential solution.

2. **Obliging:** People-pleasers are nurses who utilize obliging as their primary conflict resolution strategy. Other people's ideas are fine with them, even if it means shelving or de-prioritizing their own (Olson, 2017). This can be beneficial when it advances the best solution, but it can also be dangerous if it leads to a situation in which someone withholds valid convictions or opinions in order to "keep the peace."
3. **Avoiding:** Nurses who use avoidance as a conflict resolution method choose to avoid or ignore the source of disagreement rather than facing it head on. Avoiding, like complying, increases the likelihood of a group adopting untested (or under tested) ideas, which can be harmful in the long term.
4. **Compromising:** Nurses who approach interpersonal conflict resolution from a compromising mindset instead of a "me vs. you" mindset aim to find a solution that makes both parties at least partially happy. Both parties will have something they want and will be able to move forward with implementing a solution as a result of this (Flynn & Mercer, 2018).
5. **Collaborating:** Nurses who use collaboration as a conflict resolution strategy incorporate others' ideas into their own; while the outcome may not be as half-and-half as compromising, the solution still incorporates aspects of everyone's opinions and input, going to increase group buy-in and overall satisfaction with the final decision (SAHIN ALTUN, 2015).
6. Not all nursing conflicts will be resolved completely and quickly; in fact, some may not be resolved at all by the time you finish your assignment. And that's fine! One of the many benefits of working as a travel nurse is not having to deal with long-term workplace drama.

One thing that I have come to understand is that the nursing leader's quality also matter in conflict resolution. It is important to always remember to be polite and empathetic as probable with medical staff and patients at someone's medical facility, regardless of your relationship. You never know when (or if) your paths will cross again, or who else may be involved in your situation. Also it is important to be clear in your communication. As previously stated, misunderstandings are one of the most common sources of nursing conflict. What's more, how do we clear up any misunderstandings, this is done through clear communication that is clear.

It is also important to ensure to assume the best. It's easy to forget that everybody in the house wants the best for the patient in the midst of the stressful environment created by heavy patient loads. It's why you chose to be a nurse, that why doctor chose medicine, and also why the patient's family members are there to support them. Even if you think an opinion or decision has a negative impact, keep in mind that it was most likely well-intentioned; therefore, respond appropriately (Sahin Altun, 2015). Lastly, approachability is an undervalued quality that is important for more than just building relationships with patients. Make an effort to get to know some other nurses you'll be working with as soon as possible to ensure that they'll feel comfortable approaching you for assistance, and vice versa! It's a lot simpler to discuss things through with a buddy than a stranger, and it fosters a sense of camaraderie on the unit.

References

- Flynn, M., & Mercer, D. (2018). Conflict resolution *Oxford Handbook of Adult Nursing*, 125-132. <https://doi.org/10.1093/med/9780198743477.003.0010>
- Olson, D. M. (2017). Through the resolution of conflict. *Journal of Neuroscience Nursing*, 49(5), 257-257. <https://doi.org/10.1097/jnn.0000000000000316>
- Sahin Altun, O. (2015). Journal of Psychiatric Nursing.. *Journal of Psychiatric Nursing*. <https://doi.org/10.5505/phd.2015.63856>