



PIONEERS IN PRACTICE

CONFLICT RESOLUTION

Module 2



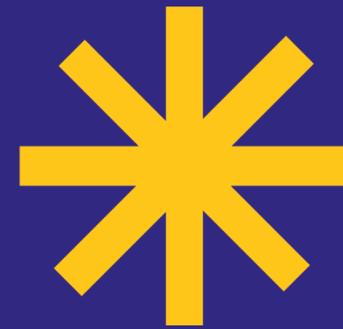
WHAT IS CONFLICT RESOLUTION?

Definition

Informal or formal processes that two or more parties use to address disagreements and reach peaceful solutions.

Common Causes

- Self-serving fairness
- Overconfidence
- Conflict avoidance





Can reduce
medical errors



Prevent harm

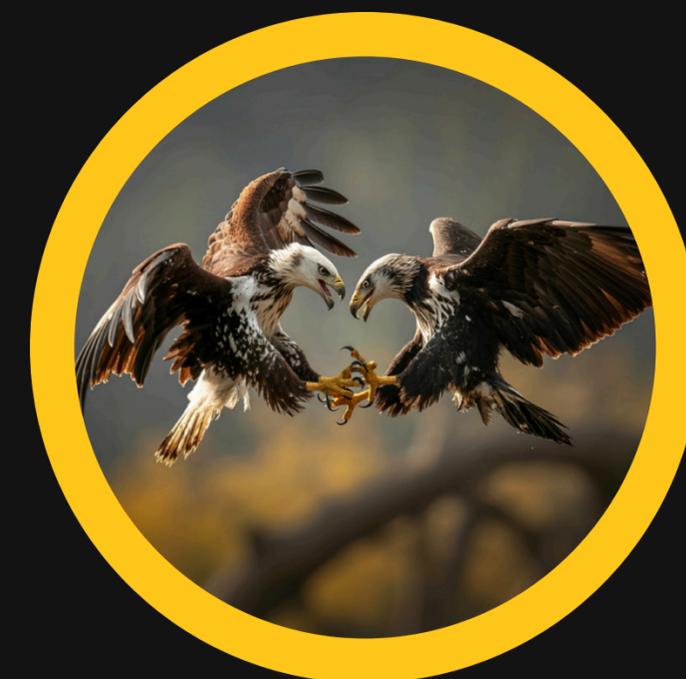


Improve safety



Support
quality and
performance
improvement

WHY CONFLICT RESOLUTION MATTERS IN HEALTHCARE



LEADERSHIP ACTIONS THAT SUPPORT CONFLICT RESOLUTION



Clear Communication



Identify the problem



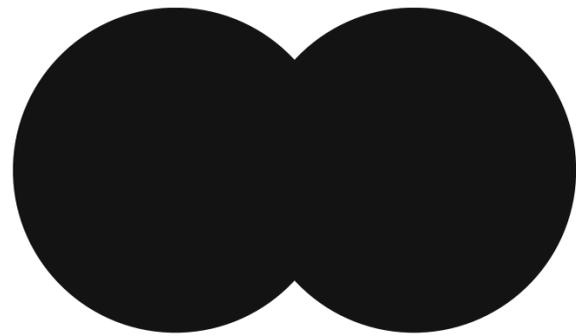
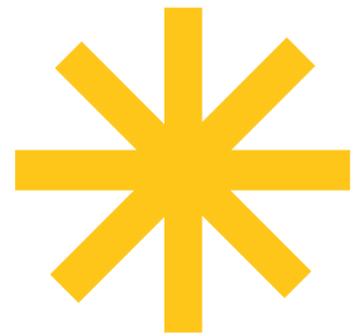
Understand perspectives



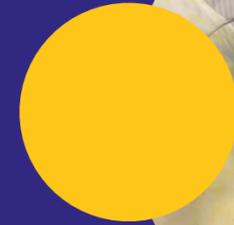
Find a joint solution



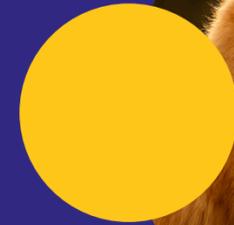
APPROACHES TO CONFLICT RESOLUTION



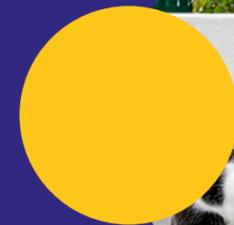
Negotiation



Mediation



Arbitration

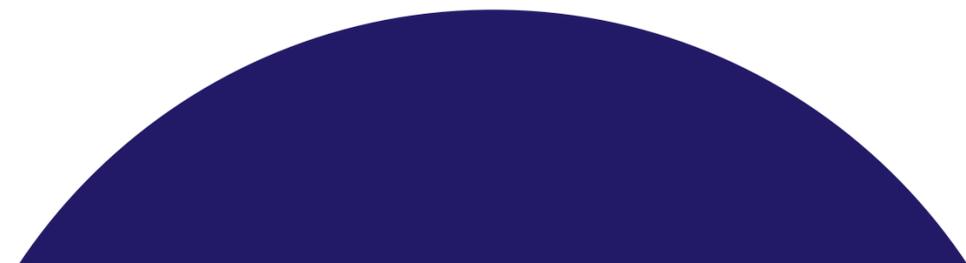


Litigation



CONFLICT RESOLUTION & TEAM PERFORMANCE

When leaders resolve disputes constructively, they strengthen organizational culture.



REFERENCES



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**THANK
YOU**

