Conflict Resolution Within Your ASC: 
Your Leadership Opportunity

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Conflict is...
...the result of differing perceptions, 
assumptions, and/or values.

Tips on How to Approach Conflict

• The key is to view conflict as an opportunity to implement change in the way people interact and improve their problem solving skills.
• Successful conflict resolution can result in innovations and strengthened relationships for your organization.
Tips continued…

• Supervisors and managers do not always have to provide the solution to the conflict, but they should be skilled in how to facilitate, negotiate, or communicate conflict resolutions.

A Reflection on Your Experiences

• Before considering models and strategies to resolve conflict, it is important to reflect on your own personal experiences with conflict.
• Reflecting on past experiences when you anticipate or experience conflict can result in increased confidence.

The 8 Essential Steps to Conflict Resolution

1. Create an effective atmosphere
   - Determine an appropriate time and place (i.e. may not be conducive to meet in your office)
   - Establish ground rules (i.e. take risks, maintain confidentiality, listen with respect)

2. Clarify perceptions
   - Talk to the right person, agree to be direct, open and honest

3. Focus on individual and shared needs
   - Allow for give and take

4. Build positive shared power
   - Use “I” messages and practice active listening

5. Look to the future, then learn from the past
   - Talk about dealing with conflict in advance

6. Generate options
7. Develop “Doables”: The stepping-stones to action
8. Make mutual-benefit agreements
Can we agree…?

- Identify areas in which the parties agree.
- To meet a shared objective, build on those agreements.
- A shared level of commitment and mutual respect is necessary for this process to be effective.

Characteristics of Successful Agreements

1. Balanced
2. Clear
3. Fair
4. Realistic
5. Specific
6. Concise
7. Forward looking and
8. Commitment to return if there is a future problem

Emotional Awareness

- Emotional awareness is a key factor in resolving conflict
- Emotional awareness—consciousness of your moment-to-moment emotional experience—and the ability to manage all of your feelings appropriately is the basis of a communication process that can resolve conflict.
Emotional Awareness

Emotional awareness helps you:
- Understand what is really troubling other people
- Understand yourself, including what is really troubling you
- Stay motivated until the conflict is resolved

Humor, judiciously used, can effectively defuse conflict

“Huh, are we going that it is a big house card?”
Which Conflict Resolution Style is Best?

- Accommodating
- Avoiding
- Compromising
- Collaborating
- Competing

These 5 styles are all successful strategies. The key is to be skilled in each of these styles and to know when to apply each strategy.

Thank You!

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