

Learn to Manage Conflict

- Encourage a free exchange of ideas, feelings and attitudes to cultivate an atmosphere of trust
- Clarify issues surrounding values, purposes and goals
- Learn and practice skills of dialogue
- Learn and practice the skills of polarity management — a method for handling issues that are not problems with potential solutions, but rather dilemmas that can only be managed
- Focus on what's possible, not what's wrong (Wheatley, 2002)
- Search for alternative ways to resolve the problem
- Investigate the use of appreciative inquiry^G
- Ask for help from outside sources as needed
- Set up a process for evaluating possible solutions
- Refer to RNAO "Managing and Mitigating Conflict in Health-care Teams" (2012) available at rnao.ca/bpg

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