



WORKSHOP SUMMARY SHEET

TITLE: **Successfully Navigating Conflict in the Workplace**

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SUMMARY: Managing difficult situations at work is an essential tool, especially as health care challenges everyone to work more inter-dependently and effectively. Conflict is a natural part of work, managing it well can increase efficiency and provide a source of innovation. This presentation focused on three specific skills designed to assist in addressing and managing conflict in and out the workplace.

THE CONTENT OF THIS WORKSHOP WILL FOCUS ON:

IMPROVING STAFF/RESIDENT/PATIENT SATISFACTION

THE MOST SIGNIFICANT ROLE LABOR-MANAGEMENT COLLABORATION CAN PLAY IN SUPPORTING THIS WORK IS:

- Labor and management leaders can work together to identify outstanding issues/concerns that prevent effective collaborative efforts.

THIS INITIATIVE/ INFORMATION WILL AID YOUR FACILITY IN THE CHANGING HEALTH CARE ENVIRONMENT BY:

- Learning how to address conflict and working to problem solve issues.
- Improving staff interactions and customer service.
- Providing tools and techniques to help manage conflict during increasingly challenging times.

THE THREE MOST IMPORTANT IDEAS OR LESSONS TO BE SHARED WITH OTHERS ABOUT THIS INITIATIVE:

1. Don't ignore conflict.
2. Work jointly to address and develop solutions.
3. Monitor and track solutions and make adjustments when needed.