

Negotiating Conflict in Professional Relationships

Teaching Model: Conflict Handling Skills

STEP	KEY ELEMENTS	THREATS AND TIPS
1. Get ready	<ul style="list-style-type: none"> • Prepare: consider setting, timing, emotional state • Adopt respectful, curious attitude 	<ul style="list-style-type: none"> • Tip: Avoid rehearsing your anger • Threat: Your own biases or judgments can hijack the dialogue • Tip: Ask yourself, "I wonder ..." questions to prepare • Tip: Consider practicing your start with a colleague
2. Create space	<ul style="list-style-type: none"> • Offer neutral start • Suggest mutual goal 	<ul style="list-style-type: none"> • Tip: Shared goals might be patient safety, quality of care, coordination of care, efficiency, teamwork, etc.
3. Do work	<ul style="list-style-type: none"> • Explore their story • Share your story 	<ul style="list-style-type: none"> • Tip: Ask at least 3 questions to explore their story • Tip: Avoid point-counterpoint when sharing your story • Threat: Avoid making and/or responding to statements of moral superiority • Tip: Acknowledge emotional content with respect
4. Close & affirm	<ul style="list-style-type: none"> • Negotiate next step • Affirm professional relationship 	<ul style="list-style-type: none"> • Tip: Avoid attempting to solve "world peace" • Threat: Avoid letting these conversations end without a positive statement. • Tip: Note the value of the conversation versus achieving agreement • Tip: Link back to your mutual goal

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