Resolving Conflict with Staff, Patients, Families, and Friends and Improving Patient Safety

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Thor Projects
Natural Conflict

- Opposing Forces
- Operational Efficiency vs. Innovation
- Healthcare team members
- Nurses and patient and/or families
Conflict Styles

- Competing
- Collaborating
- Avoiding
- Accommodating
- Compromising

Active Cooperative
Communication Style

- Passive – Do nothing
- Aggressive – No injustice
- Passive-Aggressive – Subvert
- Assertive – Balanced boundaries
Reiss 16 Factors

- Tranquility
- Power
- Independence
- Curiosity
- Acceptance
- Order
- Saving
- Honor
- Idealism
- Social Contact
- Physical Activity
- Eating
- Romance
- Vengeance
- Status
- Family
Ladder of Inference

- I select “data” from what I observe
- Observable “data” and experiences
- I add meaning (cultural and personal)
- I make assumptions (based on the meanings I added)
- I draw conclusions
- I adopt beliefs about the world
- I take actions based on my beliefs
Active Listening

- **Reflecting** – “I think I heard you say…”
- **Paraphrasing** – Use different language
- **Sense making** – “You said ____ and I believe you mean _____”
Listen, Don’t Reload
What Do You Want on Your Tombstone?