

## **Harnessing the Power of Conflict for Healthcare Workers**

**Overview:** Many programs on conflict resolution teach useful skills in trying to influence people to feel or behave differently. *Harnessing the Power of Conflict for Healthcare workers* illustrates how people can change their own or the behavior of others by changing perceptions, or how people *think*. Whether a hospital administrator, human resource executive, nursing leader, ancillary manager, or whether an employee trying to resolve differences with co-workers, the unique approaches and health care examples presented in this program will help create a better corporate climate, which translates into better patient care. “*The quality of the service you provide is in direct proportion to the quality of the on-going relationships,*” say co-authors Norm Dasenbrook and Mike Mastroianni, professionals in HR, Counseling, Mediation, and Education, who use their health care experience as leaders in health care and as consultants to health care, and their backgrounds to help participants change relationships and cultures, to make team work more effective and to enhance quality of care.

**Objectives:** *Participants can be expected to:*

Identify barriers to effective changes and 3 elements that behavior changes have in common

Discuss differences between changing culture through inside out vs outside in change

Recite the ways in which perceptions influence behaviors by way of a 3 step model

Identify critical thinking errors and how to overcome them

Practice the 3 step leveling process for constructive confrontation

Discuss the 3 step mediation model of alternative dispute resolution

**Outline:**

How health care institutions and employees change

Alternative methods for changing self, co-workers, or health care institutions themselves

Changing by way of changing perceptions and cultures

Four critical thinking errors and how to overcome them

Constructive confrontation techniques to challenge people in a supportive way

How mediation and alternative dispute resolution works and how to use it in the health care culture