

Collegial Conflict™ Considerations

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1. We make judgments and assumption about others every day.
2. Studies indicate that we are remarkably inclined to measure our own behaviour in terms of task difficulty or as situational in nature, while dispositionally attributing to the behaviour of others.
3. Unresolved Conflict impacts:
 - a. Personal stress
 - b. Professional tension
 - c. Team dysfunction
 - d. Strained relationships
 - e. Patient safety
4. Think of conflict as an opportunity to solve problems and improve collegial relationships.
5. You may be closer to resolution than you think if you focus on mutual interests, needs, goals and common ground.
6. Mutual problem-solving requires a degree of willingness to disclose feelings and accept feedback, maintaining a focus on *interests* rather than positions.
7. The goal is to explore available options to meet those interests in order to reach a mutually satisfactory agreement in a timely and open, amicable fashion.
8. Communication Strategies to consider:
 - a. Stay focused on issues
 - b. Set aside the desire to WIN
 - c. Suspend blame
 - d. Strive for neutrality
 - e. Clarify assumptions
 - f. Find common ground
 - g. Use straightforward language
 - h. Apologize when appropriate
 - i. Genuine compassion and willingness