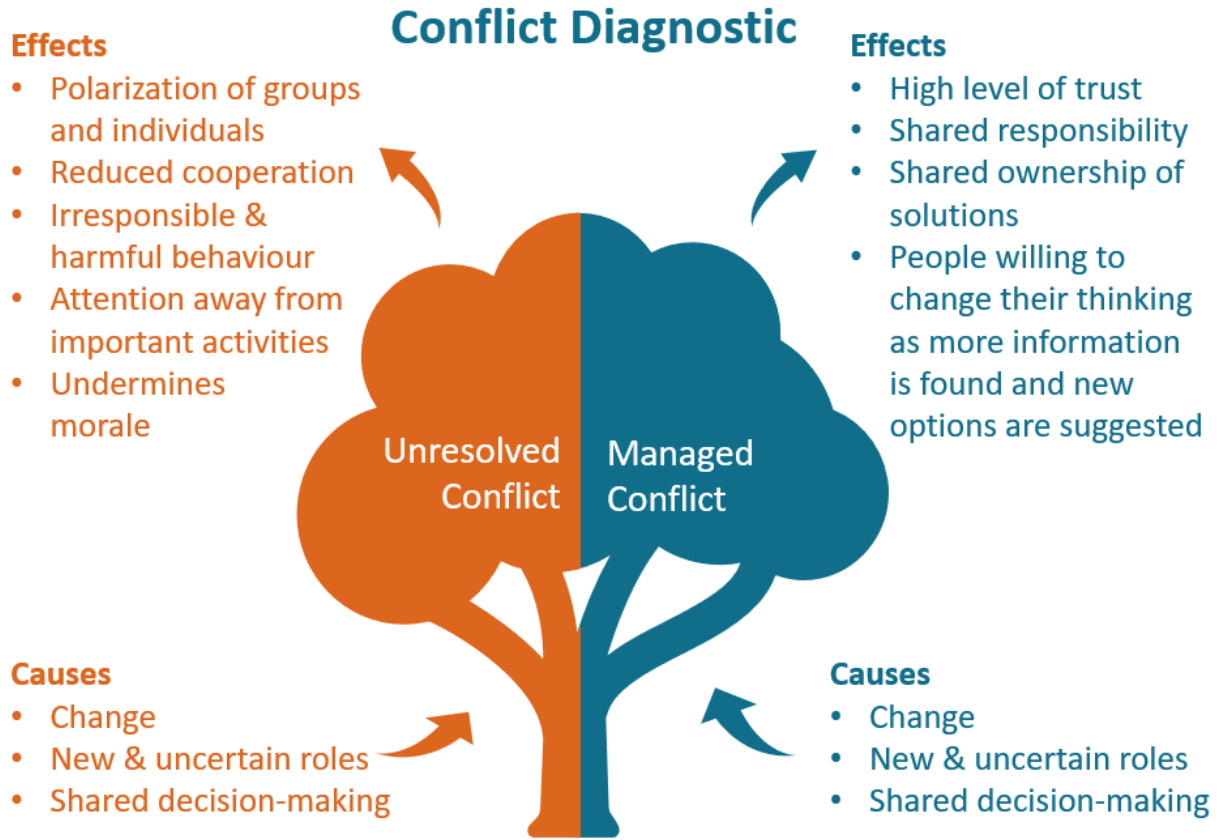


Interprofessional Conflict Management

Team-Based Care Content

Session: Interprofessional Conflict Management
Resource: Conflict Diagnostic
Activity: Consider common causes of conflict and understand how these may impact your team. Discuss collaborative conflict management strategies.

Activity Description: In this activity, team members will identify common root causes of conflict that may be at play in their team, and look at collaborative strategies to manage conflict.



1. Consider the following common causes of conflict in teams. Identify three or four that may affect your team.
2. For the root causes you've selected, discuss ways that you may manage this conflict collaboratively. Sample collaborative conflict management strategies are listed below.

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Cause of conflict	If this may be a factor in your team, describe how this might appear in your practice.	How can you manage conflict collaboratively?
Change		
New team members		
New ways of practicing		
Other examples of change:		
Shared decision-making		
Need for high level of collaboration		
Lack of consensus		
Inequitable relationships		
Varying perceptions of levels of responsibility		
Lack of cohesion		
Other examples of shared decision-making:		

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Cause of conflict	If this may be a factor in your team, describe how this might appear in your practice.	How can you manage conflict collaboratively?
New & uncertain roles		
Lack of role understanding		
Overlap		
Different values and perspectives		
Underutilized expertise		
Perception of hierarchies		
Discipline-specific models of decision-making		
Balance between professional autonomy and interdependence		
Other examples of new and uncertain roles:		

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