

Constructive Conflict

PSP Team Based Care Small Group Learning Series

Session: Interprofessional Conflict Management
Resource: Constructive Conflict
Activity: Consider how constructive conflict can be used in your team.

Activity Description: Team members will pick the top three ways they'd like to support constructive conflict, and consider how this would work in their practice.



Interprofessional Conflict Management

Team-Based Care Content

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Constructive Conflict	How would this work in your practice? What would you do?	What would the benefits be to your practice?
Identification of issues important to individuals		
Values the potential constructive nature of conflict		
Recognizes the potential for conflict to occur and taking constructive steps to address it		
Identifies common situations that are likely to lead to disagreements or conflicts, including role ambiguity, power gradients, and differences in goals		
Clarification of important issues		
Establishes a safe environment in which to express diverse opinions		
Develops a level of consensus among those with differing views; allowing all members to feel their viewpoints have been heard no matter what the outcome		

Interprofessional Conflict Management

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Constructive Conflict	How would this work in your practice? What would you do?	What would the benefits be to your practice?
More effective solutions to problems		
Knows and understands strategies to deal with conflict		
Sets guidelines for addressing disagreements		
Effectively works to address and resolve disagreements, including analyzing the causes of conflict and working to reach an acceptable solution		