



Winnipeg Regional
Health Authority
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Better health for all



COMPETENCY 6: Interprofessional Conflict Resolution

What is interprofessional conflict resolution?

Interprofessional conflict resolution happens when healthcare providers/students work as a team that actively engages in addressing disagreements and responds effectively to all types of conflict.

How does it work?

Acknowledging that different perspectives – which may involve differing philosophies, beliefs and areas of expertise – can contribute to role ambiguity, role overload and goal differences is a start. Potential trigger areas – such as different treatment approaches, diagnosis, input from people, goals and discharge plans – where tough conversations maybe be needed may vary from situation to situation. When an individual is self-accountable and accepts responsibility for their ability to address conflict in a healthy, respectful way, that is an integral part of interprofessional conflict resolution.

To support interprofessional practice, health providers/students

- create a safe environment where differing opinions are welcome
- validate and acknowledge differing perspectives
- communicate positively and constructively
- see conflict with the potential for a positive outcome

Interprofessional conflict resolution in action

A person in a leadership role consistently belittles other people in team meetings. People are very reluctant to attend the meetings and avoid interacting with the person. The leader's habits are so ingrained that a direct conversation with an administrator does not produce constructive results. The administrator talks to the team members for concrete examples of what causes conflict in meetings and how to resolve it. This information is brought back to the leader. New ground rules of engagement are established, which help create a more functional and productive team while respecting the leader's role.

Outcome

A conflict positive perspective incorporates the idea that differences are a part of healthy, constructive interaction. In being self accountable when conflict arises, health providers/students can aim to address and/or resolve the conflict, which creates a healthier environment for everyone.

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