

Conflict Conversation Practice

- Choose one scenario below and consider your approach
 - *Your facilitator will be the receiver* and each participant will practice leading the conversation
 - Describe the conflict and impact, hear the other's perspective, and come to an agreement about how to move forward
1. Your main clinic nurse has been spending an inordinate amount of time on personal calls which is impacting her attention to patients and clinic flow. The nurse sees these calls as necessary as she has multiple children at home. You disagree and think patient care needs to come first.
 2. You have a very skilled new OR scrub tech whom you'd like to have for every case. The OR manager believes all staff should rotate types of cases and physicians despite skill or expertise.
 3. Your new partner is having "bigshot syndrome". She is dismissive of the rest of the valued, experienced team and thinks her ways of doing things is clearly better and should replace existing clinic workflows. The rest of the providers prefer the current workflows.
 4. You (the surgeon) and the anesthesiologist disagree on whether to proceed with a procedure. You feel it is urgent and the anesthesiologist feels the case should wait until the patient's condition improves.

Feedback Conversation Practice

- Choose one scenario below and consider your approach
 - *Your facilitator will be the receiver* and each participant will practice leading the conversation
 - Provide the feedback, ask for their perspective, make adjustments if relevant, and obtain agreement for the change.
1. You are the senior MD in a small office. Your main nurse has been constantly surfing the net during clinic which is impacting her attention to patients and clinic flow.
 2. You have a very skilled new OR scrub tech, whom you'd like to keep. However, he is chronically late and doesn't seem to perceive the impact on the team and OR case time.
 3. Your new partner is having difficulty communicating well with patients and you have seen an increase in the number of patients requesting records to leave the practice. When you have the front desk as patients why they are leaving, they report her communication style is cold and dismissive.
 4. To your surprise, one of the new surgical nurses didn't know how to do several key procedures in the correct way. You need to make her aware and get a plan in place to help her overcome the deficiencies. The comments she has made indicate she is quite sure she's "doing it right".