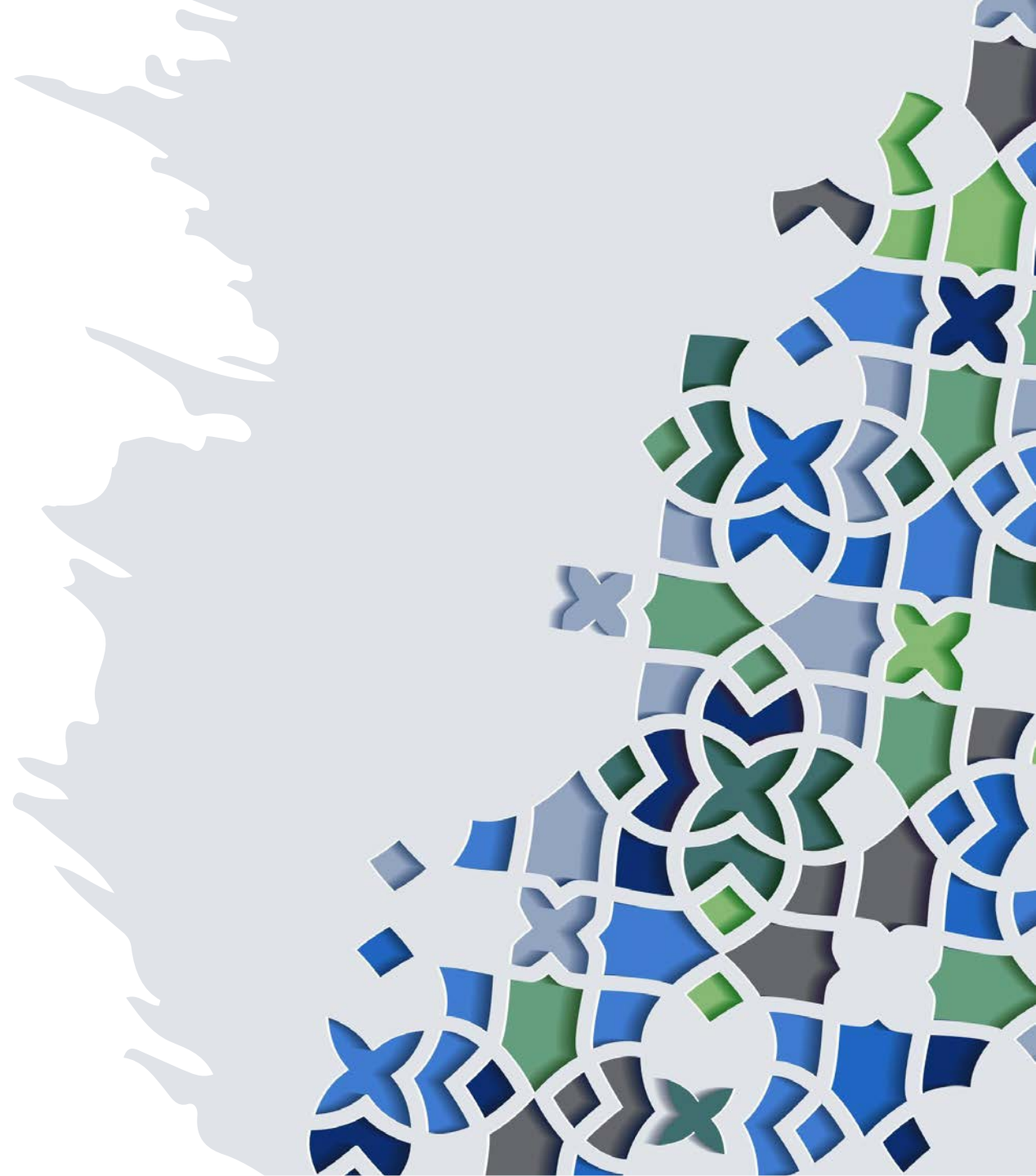


Tracey Criss, MD
EELDC
“Resolving Conflict”
June 20, 2023



Clarity

- 95% of conflict is caused by a lack of clarity.
- People thrive on clarity-purpose, process, roles, responsibilities



Six reasons for bad decisions

- 1) Decision fatigue
- 2) Steady state of distraction
- 3) Lack of input
- 4) Multitasking
- 5) Emotions
- 6) Analysis paralysis



Good Verbiage

- “I will need to gather some information.”

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Digital Communication

- 1) Not responding when emotions are running high
- 2) Don't comment on a controversial email
- 3) Just don't respond and send a separate email later.

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Addressing Behavior

- 1) Be clear on behavior
- 2) State what is/is not allowed
- 3) Fulfill consequences



..... More Good Verbiage

- “As we talk our goal is to work with you to maximize your success in who you are as a person, physician, and in the care of patients.”
- “Would you be willing to.....” as willingness is the fulcrum point of change.”



Framework for communication

- Physicians and nurses happier
- Improved patient care
- Financial metrics rise



References

American Association for
Physician Leadership,
“Resolving Conflict” course

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