



Action Series on Teamwork and Communication:

Coaching Webinar #4

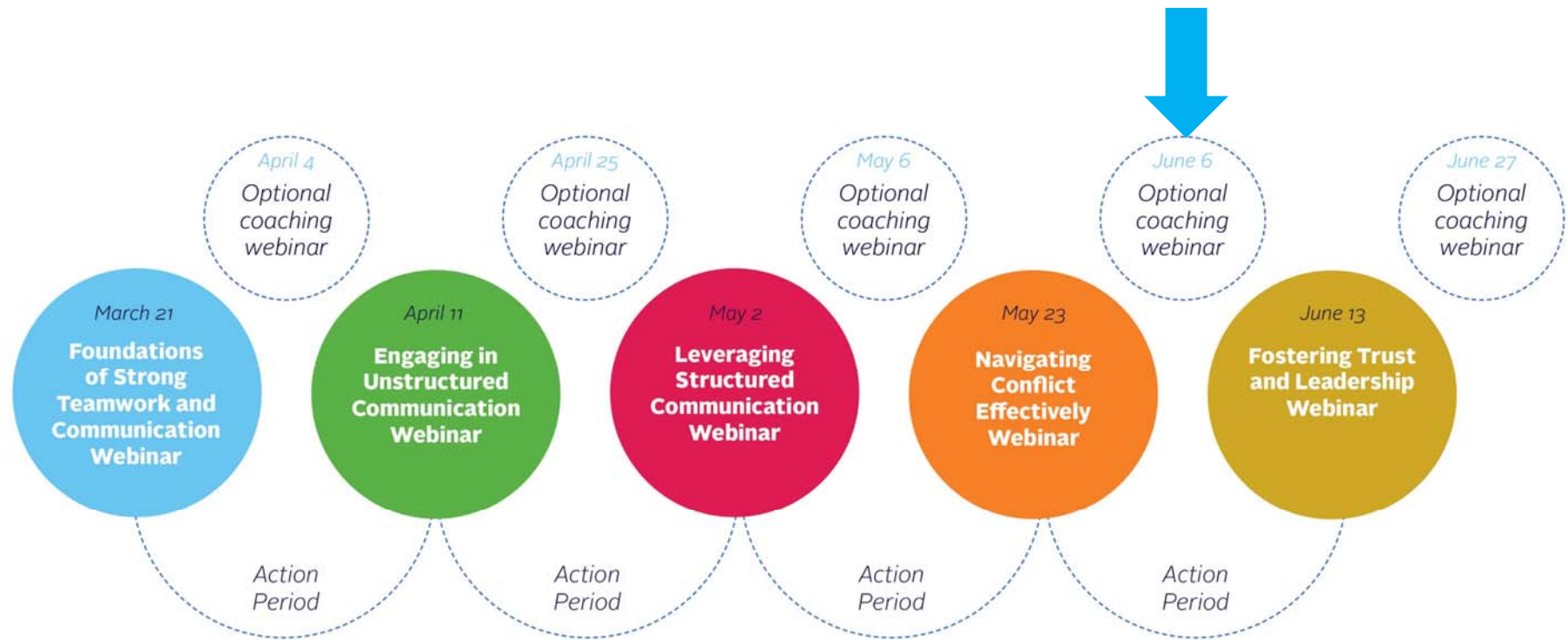
June 6, 2019



BC PATIENT SAFETY
& QUALITY COUNCIL

Working Together. Accelerating Improvement.

Action Series Roadmap



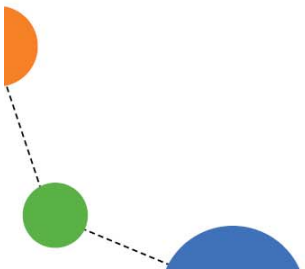
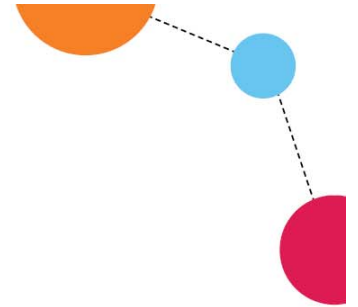
Today's Goals:



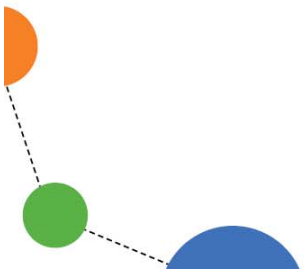
Answer your questions about navigating conflict in more detail

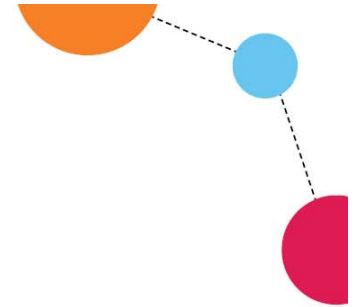


Build your capacity to tackle the “tricky stuff” on your team



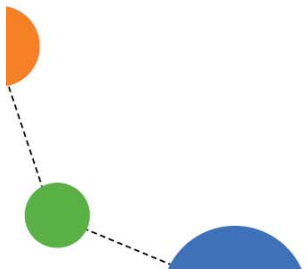
What did you learn from completing your conflict style assessment?





Question 1:

Some people seem to constantly initiate and escalate conflict. How do I work with this?!



High conflict personalities



Targets of blame



All-or-nothing thinking

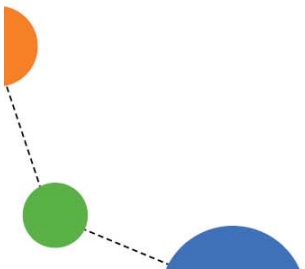
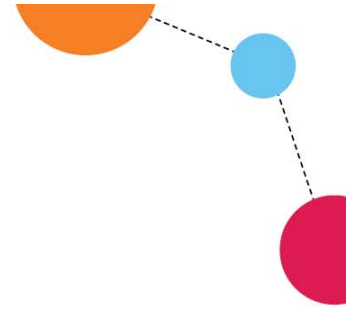


Unmanaged emotions



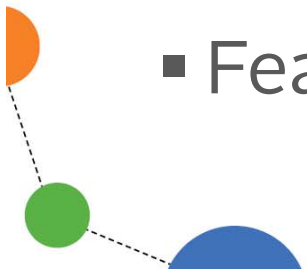
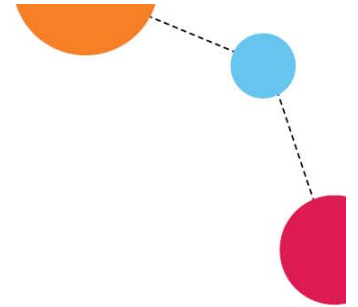
Extreme behaviours

How do you respond to high conflict behaviour?



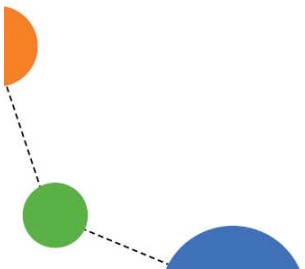
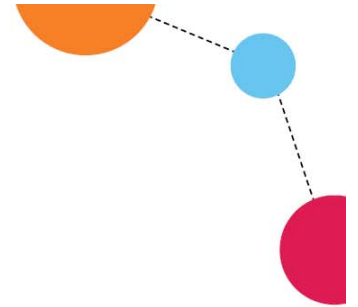
Mistaken Assessment of Danger:

- Fear of being inferior or **powerless**
- Fear of being **abandoned**
- Fear of being **dominated**
- Fear of being **betrayed**
- Fear of being **ignored**



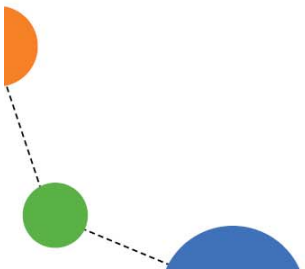
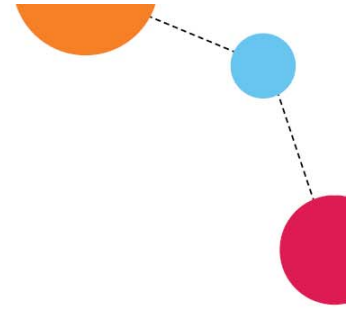
Ways to diffuse:

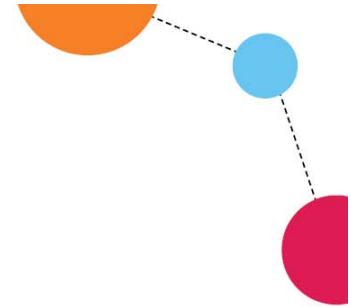
- Reduce mistaken assessment of danger
- Set clear limits on behaviour – and work with them to create new behaviour patterns that better accomplish their goals
- Carefully frame all feedback



Keep yourself safe:

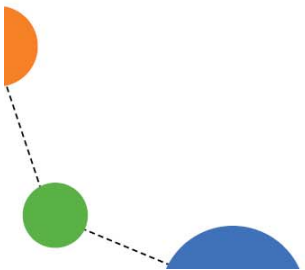
- Keep your distance
- Unsubscribe from their “reality”
- Build out your personal support network
- Bring in external support

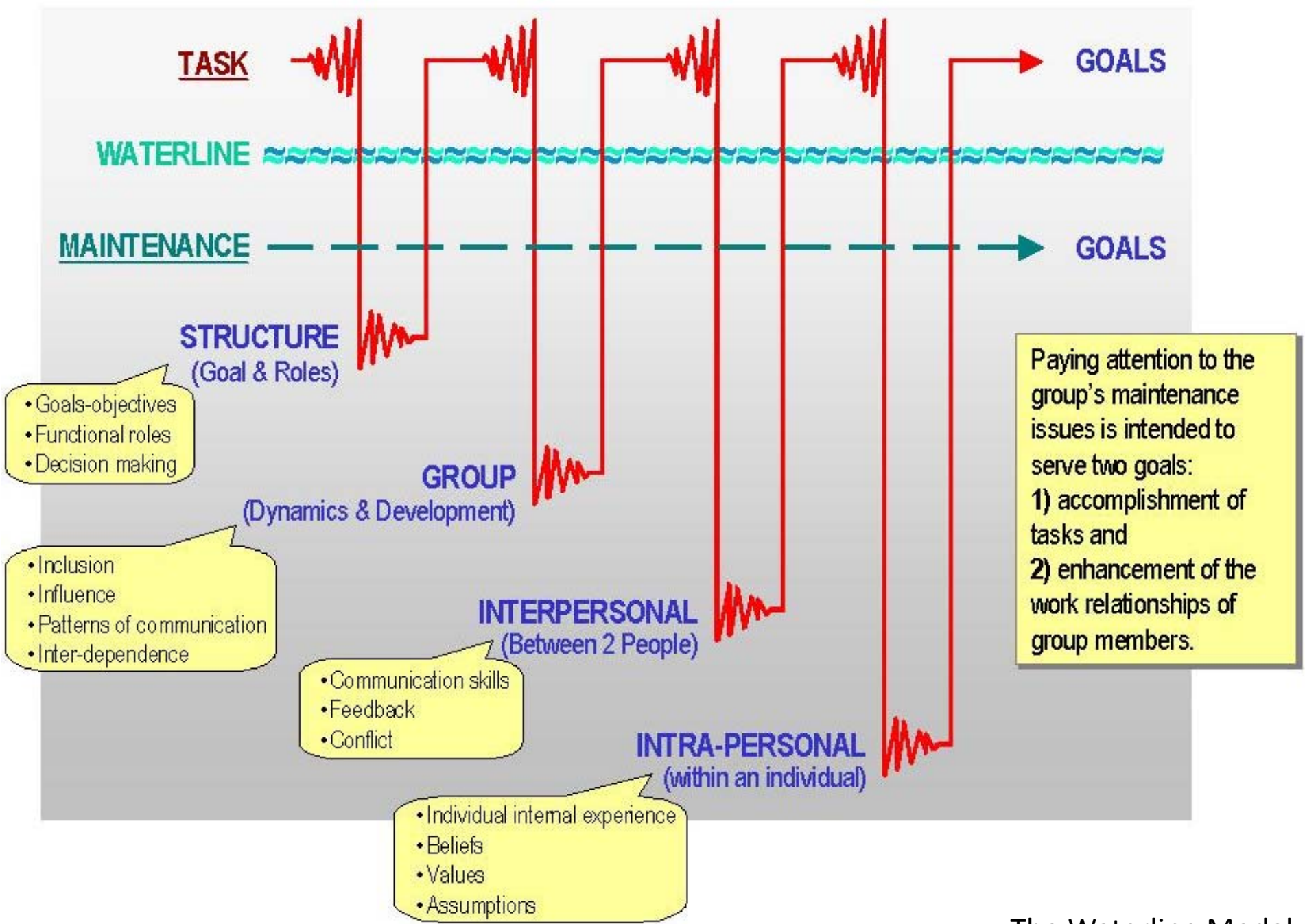




Comment 2:

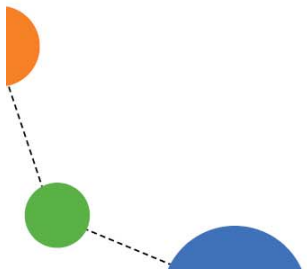
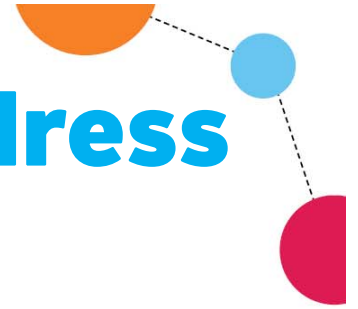
The floors are very "clicky" at times. they do not accept new staff easily. Conflicts arise daily and staff do not bring it to management right away, it becomes an issue on the floor first.

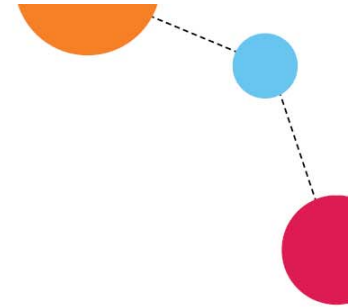




The Waterline Model

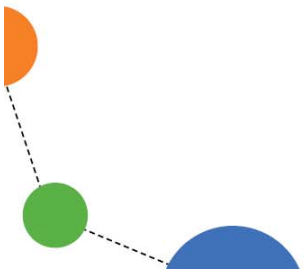
Crowdsourcing: How can you address Cliques?



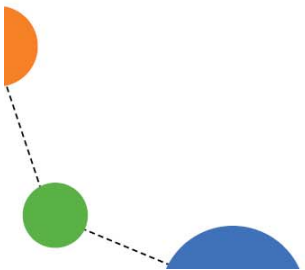
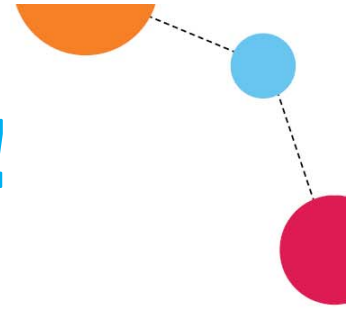


Comment 3:

With some team members working hard and others doing as little work as possible and taking long breaks this causes an undercurrent of resentment and conflict which is not usually dealt with on any level.



Crowdsourcing: Your questions!

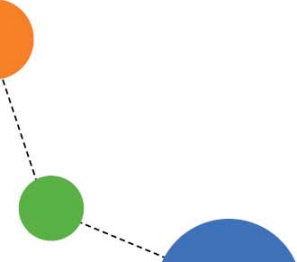


Next Teaching Webinar



**Fostering Trust
and Leadership
Webinar**

**Thursday, June 13
14:00-15:00**



How to get a certificate of completion

- ✓ Attend all teaching webinars
- ✓ Submit all required action period work
- ✓ Complete the final evaluation survey sent after the Action Series

