Communicating Effectively with Students

Part 1 - How to Avoid Unnecessary Conflict

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CME Credit Opportunities

DO Physicians: The West Virginia School of Osteopathic Medicine is accredited by the American Osteopathic Association to sponsor continuing medical education for physicians. WVSOM designates this program for a maximum of .5 AOA Category 1-B credits and will report CME and specialty credits commensurate with the extent of the physician’s participation in this activity pending approval from the AOA CCME.

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Please click on the survey link at the end of the presentation to receive .5 CME credit.
Objectives

- Identify sources of conflict.
- Define steps to avoid negative conflict
- Outline the steps of the HEART model of conflict resolution.
Why do we experience conflict?

- Pause the video for 2 minutes to list possible sources of conflict in the workplace.
Possible Sources of Conflict

- Miscommunication
- Ethics
- Interdependence
- Perceptions
- Deadlines
- Goals
- Workstyle
- Resources
Avoiding Potential Conflicts

Setting clear expectations

◦ Verbally and in writing
◦ Orientation
◦ Reinforce as needed
Avoiding Potential Conflicts

Model expected behavior

- If you make a commitment – follow through
- Be consistent
- Practice the Golden Rule
Setting Clear Expectations

- Do you have a formal orientation? Why or why not?

- Pause the video for 2 minutes to list the expectations you outline during orientation to your rotation.
Setting Expectations
Topics to address at orientation

- Attendance policies
- Daily schedule
- Work spaces
- Duties and restrictions
- Dress code
- Professional behavior
- Meeting norms
- Clinical duties
- Feedback chain of command
- Evaluations
Do the lists match?

- Were there topics you review during orientation not on the list? Were there topics on the list that you would like to add to your orientation session?
Setting Expectations

Topics to address at orientation

- Attendance policies
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- Evaluations
Responding to Conflict
H.E.A.R.T Model

Hear
Empathize
Acknowledge and Apologize
Respond
Thank
Hear

- Separate the person from the problem
- Listen attentively without distractions
- Use positive body language
- Ask questions to clarify
- Restate their position
- Remain calm – even when the other person escalates
Empathize

- Acknowledge challenges of individual
- Always be respectful – regardless of the person’s background or experience
- Don’t react – respond
- Focus on the issue, not the intent
Acknowledge and Apologize

- Be genuine

- Do not become defensive or place blame on someone else

- If you have ownership in the conflict:
  ◦ Admit your part and apologize

- If the conflict is due to circumstances beyond your control:
  ◦ Apologize for the situation and acknowledge their frustration
Respond

• Determine if the conflict arose from ignorance rather than insubordination
• Refer to the expectations previously outlined
• Give reasons for your position and rationales for policies
• Look for creative ways to compromise if possible
Thank

• End on a positive note
• Thank the person for participating in a productive conversation
• Give positive feedback on an area of success
• Validate them as a member of the team
Addressing conflicts when they arise

https://www.youtube.com/watch?v=TkmrYOvdd_k
Building Relationships

- Maintain a sense of humor
- Build a positive climate and culture
- Address problems individually – recognize achievements publically
- Forgive and forget – each day is a new beginning
CME Credit

Please click on the link below to access the module survey in order to receive .5 CME credit.

- [https://www.surveymonkey.com/r/howtoavoidunnecessaryconflict](https://www.surveymonkey.com/r/howtoavoidunnecessaryconflict)