

Good Evening Professor and Class,

For this assignment, I will be responding from the perspective of constructive feedback.

Constructive feedback plays an important role when trying to resume conflict and in nursing in general. It contributes to the growth and development of nurses. In this scenario, using the PAAIL model from our lecture would be the best way to understand why the new nurse feels the way she does by being able to “discover the mental frame or motivation behind their actions” (Chamberlain University, 2024). Perhaps this nurse took care of patient previously with sickle cell anemia that was drug-seeking. It is also possible that this nurse never took care of a patient with this disease and needs further education.

If the staff involved in this situation was highly diverse, cultural beliefs and values need to be taken into consideration and acknowledged. It is important that everyone on the interdisciplinary team maintain professionalism and share their feedback on what transpired in a respectful way. The goal is to resolve the conflict, not hurt feelings. “Poor delivery can contribute to a lack of mutual trust...and result in a work environment that isn’t psychologically safe” (Carroll, et al. 2024 p.21). By being transparent and professional about their feelings, the interdisciplinary team can move forward and continue to work together without tension.

Ensuring that all levels of staff have an opportunity to express their opinion is important in the conflict resolution process. This allows each member of the team better understand the perspectives and expectations of their colleagues. Giving and receiving constructive feedback can help build trust within a team and reduce or eliminate any tension. By practicing constructive feedback, future conflicts can be resolved sooner and more effectively.

Carroll, S. , Hampton, D. & Stefaniak, K. (2024). Building confidence in giving and receiving constructive nursing peer feedback. *Nursing Management (Springhouse)*, 55 (6), 14-23. doi: 10.1097/nmg.000000000000131.

Chamberlain University College of Nursing. (2024). NR447 Week 3: Conflict resolution [Online lesson]. https://chamberlain.instructure.com/courses/159383/pages/week-3-conflict-resolution?module_item_id=22755969