

Conflict Management



Chamberlain University College of Nursing

NR527 Communication and Collaboration for Advanced Nursing Practice

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Polarities consist of pairs of values or perspectives that are interdependent. These pairs rely on each other to achieve outcomes that neither could accomplish on their own. By working together, they can reach goals that would be unattainable. Tension and conflicts can arise between polarities, with each pair having a common goal but not an agreement on how to reach it individually (Roussel et al., 2022). The conflicts stemming from the interdependent nature of polarities pose challenges in effectively leveraging the strengths of each pair to achieve common goals, as differing approaches and priorities may cause friction. Understanding the dynamics of polarities and managing the conflicts that arise between the interdependent pairs requires leaders to possess advanced skills in conflict management.

One example of this type of conflict occurs between ER nurses and unit nurses over patient transfers at shift change. The conflict originates from the misaligned priorities and pressures faced by the ER and unit nurses, as well as discrepancies in communication, protocols, and staffing levels. This makes it challenging to effectively manage patient transfers during shift changes and leads to potential conflicts. The goal of the ER nurse in completing a patient transfer is to ensure the patient is safely and efficiently moved to the appropriate unit for continued care. The goal of the unit nurse when receiving a patient transfer from the ER is to ensure a smooth and safe transition by thoroughly understanding the patient's condition and care needs. However, unit nurses may already be managing a high patient load, making it difficult to take on new patients during shift changes. ER nurses, on the other hand, are often faced with overcrowding and pressure to move patients quickly. Conflicts between the two units can arise due to differing communication styles and expectations regarding the transfer process. Workload and time pressures during shift changes may lead to misunderstandings or incomplete handovers,