



Chamberlain College of Nursing

NR527: Communication and Collaboration for Advanced Nursing Practice

Conflict Resolution

Assignment Date

Conflict Resolution

Leaders and advanced practice nurses need to be able to identify conflict in the workplace and be ready to apply the necessary interventions to resolve the matter efficiently. Conflict in healthcare is not always a negative thing. Conflict can be constructive, which is conflict that aims to focus on and embrace the two sides and difference of opinion. Destructive conflict is conflict that can lead to hostile communication or avoidance where one party walks away or avoids the situation (Pirayani & Pirayani, 2019). Both types of destructive conflict can escalate to further issues and concerns. Conflicts in healthcare can have a negative impact on productivity, morale in the workplace and the care delivered to patients. Conflict occurs when two individuals are having differences or a dispute that is disruptive to the workflow and environment. As healthcare professionals, most of the day is spent communicating with patients and others. Anytime communication is involved, conflict can always arise. Since conflict in healthcare is impossible to avoid, it is important for nurse leaders to have the skills required to recognize and resolve conflict in the workplace. This paper will address conflict and explain how it affects healthcare.

Identification of Barriers

One of the most common causes of conflict in healthcare is the result of poor or ineffective communication. Communication is a skill required for conflict resolution. When conflict results from an issue with communication it is often due to a break-down in communication, different communication styles, different perceptions, language- both verbal and nonverbal and even position of power. Other the cause of conflict is from a difference of opinion,