

Dr. Distler and classmates,

- **Describe a conflict you have encountered in your nursing practice. Identify the stakeholders involved and their roles.**

As a charge nurse on my floor, a handful of times, someone on the unit has had issues with someone else. I am not very fond of conflicts and try to avoid them at all costs. A few times, I have dealt with individuals on the unit who were not getting along very well during their shift, and I had to remove them from the floor to discuss the issue. This conflict was between two patient care techs arguing at the front desk in front of other staff members and myself.

These two patient care techs normally had no issues with each other, so it was very concerning that they were yelling at each other. I let them simmer down for about 30 minutes and then had them meet me in the manager's office to discuss their issues; I also included the night shift house supervisor to sit in with me. I started by thanking them for meeting with me and agreeing to talk. I then asked them to tell their side of the situation without interrupting each other. I asked them how we would move forward because we all had to work together and care for the patients on the unit because they were the priority. Once they finished talking, they realized it was a misunderstanding, and they apologized. For the remainder of the night, they worked together without any issues. The stakeholders involved were two patient care technicians, the charge nurse, and the nursing supervisor.

- **Analyze how the conflict was resolved. Which conflict resolution style was used?**

The conflict was resolved in an appropriate manner as well as fairly quickly; it allowed for all who were involved to return to their assignments without any issues. Even though this was a stressful situation, the individuals appreciated the chance to discuss the issue and why it occurred, and the conflict was resolved fairly well.

In this situation, they initially didn't feel they were the issue; they came to a middle ground and realized they were both at fault for the situation. The lack of miscommunication and the tone of their voices started the argument.

The collaborating management style was utilized, emphasizing a team-oriented approach to finding a solution that satisfies both parties and involves open communication and mutual understanding (Handan, 2022).

- **Evaluate the efficacy of the resolution. Was the conflict resolution style used to address the conflict the most appropriate option? Why or why not?**

The efficacy of a resolution depends on the outcome and how the parties involved feel afterward. When both parties feel satisfied with the resolution and the relationship is preserved or even strengthened, the resolution can still be considered effective. Both parties felt satisfied with how this situation was managed. The conflict style of collaborating was the appropriate style because, working on a hospital unit, I think the