



Conflict Resolution - Best online resources

- <http://resus.me/smacc-2013/smacc2013-making-things-happen/> - a must listen for anyone thinking about effective communication and conflict resolution the resus room
- <https://emcrit.org/emcrit/brindley-sessions-rudeness/> - great series of podcasts discussing difficult communication and conflict resolution in the critical care environment.
- <http://stemlynsblog.org/jc-the-impact-of-rudeness-on-medical-team-performance/> - comprehensive blog post and podcast about a very interesting paper on how rudeness affects the functioning of teams.
- <http://www.kilmanniagnostics.com/videos-thomas-kilman-conflict-mode-instrument-tki> - great brief videos explaining the Thomas Kilman model