



## **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 from The Resus Room & Cliff Reid at SMACC 2013
- <https://emcrit.org/emcrit/brindley-sessions-rudeness/> - Great series of podcasts from EMCrit Team discussing difficult communication and conflict resolution in the critical care environment. (may require subscription)
- <http://stemlynsblog.org/jc-the-impact-of-rudeness-on-medical-team-performance/> - Comprehensive blog post and podcast from the St Emlyn's team about a very interesting paper on how rudeness affects the functioning of teams.
- <http://www.kilmanndiagnostics.com/videos-thomas-kilman-conflict-mode-instrument-tki> - Brief videos explaining the Thomas Kilmann model
- Civility Saves Lives <https://www.civilitysaveslives.com/> - a website from the UK which provides an excellent overview of the consequence of incivility in the workplace. Includes links to useful toolkits on kindness, anti-bullying and learning from excellence programs.