

Conflict Resolution – Pre-reading for participants

- Conflict resolution in Emergency Medicine. Marco. C et al. *Ann Emerg Med.* 2002;40:347-349 - **great summary article**
- <https://emcrit.org/emcrit/brindley-sessions-rudeness/> - 2 great podcasts on conflict resolution and difficult conversations (subscription may be required)
- <http://www.kilmanniagnostics.com/videos-thomas-kilmann-conflict-mode-instrument-tki> - nice brief videos explaining the Thomas Kilmann model
- Civility Saves Lives <https://www.civilitysaveslives.com/> - an excellent website with a suite of resources about the importance of civility in healthcare

Conflict resolution learning objectives:

- Analyse and discuss main reasons for conflict in the ED – resources, psychological needs and values.
- Describe the re-percussions of conflict for both staff and patients.
- Analyse your own current approach to conflict using the Thomas and Kilmann matrix (assertiveness vs cooperativeness) applied to a theoretical situation.
- Demonstrate use of Marco and Smith’s model for conflict resolution in the ED, using the cases provided (1-3)