



# ***Communicating Effectively with Students***

## *Part 1 - How to Avoid Unnecessary Conflict*

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# CME Credit Opportunities

**DO Physicians:** The West Virginia School of Osteopathic Medicine is accredited by the American Osteopathic Association to sponsor continuing medical education for physicians. WVSOM designates this program for a maximum of .5 AOA Category 1-B credits and will report CME and specialty credits commensurate with the extent of the physician's participation in this activity pending approval from the AOA CCME.

**MD Physicians:** WVSOM designates this learning module for a maximum of .5 AMA PRA Category 1 Credits. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Please click on the survey link at the end of the presentation to receive .5 CME credit.



# Objectives

- Identify sources of conflict.
- Define steps to avoid negative conflict
- Outline the steps of the HEART model of conflict resolution.

# Why do we experience conflict?

- Pause the video for 2 minutes to list possible sources of conflict in the work place



# Possible Sources of Conflict

- Miscommunication
- Ethics
- Interdependence
- Perceptions
- Deadlines
- Goals
- Workstyle
- Resources



# Avoiding Potential Conflicts

## Setting clear expectations

- Verbally and in writing
- Orientation
- Reinforce as needed

# Avoiding Potential Conflicts

## Model expected behavior

- If you make a commitment – follow through
- Be consistent
- Practice the Golden Rule



# Setting Clear Expectations

- Do you have a formal orientation? Why or why not?
- Pause the video for 2 minutes to list the expectations you outline during orientation to your rotation.





# Setting Expectations

## Topics to address at orientation

- Attendance policies
- Daily schedule
- Work spaces
- Duties and restrictions
- Dress code
- Professional behavior
- Meeting norms
- Clinical duties
- Feedback chain of command
- Evaluations

# Do the lists match?

- Were there topics you review during orientation not on the list? Were there topics on the list that you would like to add to your orientation session?



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# **Responding to Conflict**

## **H.E.A.R.T Model**

**Hear**

**Empathize**

**Acknowledge and Apologize**

**Respond**

**Thank**



# HEAR

- Separate the person from the problem
- Listen attentively without distractions
- Use positive body language
- Ask questions to clarify
- Restate their position
- Remain calm – even when the other person escalates

# Empathize

- Acknowledge challenges of individual
- Always be respectful – regardless of the person’s background or experience
- Don’t react – respond
- Focus on the issue, not the intent



# Acknowledge and Apologize

- Be genuine
- Do not become defensive or place blame on someone else
- If you have ownership in the conflict:
  - Admit your part and apologize
- If the conflict is due to circumstances beyond your control:
  - Apologize for the situation and acknowledge their frustration





# Respond

- Determine if the conflict arose from ignorance rather than insubordination
- Refer to the expectations previously outlined
- Give reasons for your position and rationales for policies
- Look for creative ways to compromise if possible



# Thank

- End on a positive note
- Thank the person for participating in a productive conversation
- Give positive feedback on an area of success
- Validate them as a member of the team

# Addressing conflicts when they arise

[https://www.youtube.com/watch?v=TkmrY0vdd\\_k](https://www.youtube.com/watch?v=TkmrY0vdd_k)



# Building Relationships

- Maintain a sense of humor
- Build a positive climate and culture
- Address problems individually – recognize achievements publically
- Forgive and forget – each day is a new beginning

# CME Credit

Please click on the link below to access the module survey in order to receive .5 CME credit.

- <https://www.surveymonkey.com/r/howtoavoidunnecessaryconflict>