Learning and Leading with Themes: A Focus on Planned Change and Conflict in the Work Environment

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Purpose of This Session

• Ultimately improve nursing and patient outcomes by providing an emotionally and physically safe work environment facilitated by professional nurses with excellent leadership skills.

A Picture is Worth a Thousand Words

Think back . . . . . .

Reasons to Consider Using Learning Themes

• Stimulate thinking
• Increase audience participation
• Enhance understanding
• Improve classroom and/or workplace environment
  — adapt
  — accept change, losses
  — retain or regain passion for work and career
  — ultimately improve patient outcomes

The Process of Planned Change

Who are you?
Grow Your Garden of 'Change'  

The Old Garden

Time to Till the Soil?

Set goals.....

Plant with Care

Find the stuff with proven results.....

* spread seeds

Plant with Care (cont’d.)

Nurture the growth.....

* watering can?

* rain cloud?

Plant with Care (cont’d.)

Weed...

weed...

weed...
Enjoy the Fruits of Labor

.....back to the 'stuff with proven results'.....

Recall . . . .

Conflict in the Garden

Conflict Can Inspire Change By:
Perceived and Felt Conflict

Conflict Behaviors

Bullying: A Unique Case of Conflict

Filley’s Strategies
- Win-lose
- Lose-lose
- Win-win

Other Strategies
- Confrontation

Other Strategies
- Negotiation
Levenstein’s Ten Commandments for Negotiators

• Clarify the common purpose
• Keep the discussion relevant
• Get agreement on terminology
• Avoid abstract principles; concentrate on the facts
• Look for potential tradeoffs

Managing Conflict

• Listen
• Avoid debating tactics; use persuasive tactics
• Keep in mind the personal element
• Use logic logically
• Look for solutions that satisfy the other person’s real interests

Questions or Comments

Sources of Images, Content

- own collection of photos
- Google images
- ftd.com
- DCpages.com
- shutterstock.com
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