

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



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'.....

Conflict in the Garden

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



- 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

Managing Conflict



Questions or Comments



Sources of Images, Content

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