

**CNO** COLLEGE OF NURSES OF ONTARIO  
 ORDRE DES INFIRMIÈRES ET INFIRMIERS DE L'ONTARIO THE STANDARD OF CARE.

**Beyond Policy: Taking personal responsibility in Conflict Prevention and Management**

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 Guest Speaker

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**Conflict**

When two or more people view issues or situations from different perspectives.

- Positive or negative?
  - Perceived as being negative
  - Dealing with conflict can lead to positive outcomes
- *Conflict Prevention and Management* practice guideline
  - Outlines key factors associated with conflict with clients, colleagues and in the workplace and offers strategies for preventing and managing conflict

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**Conflict Prevention and Management Guideline Overview**

- Nurse-Client conflict
- Conflict with colleagues
- Workplace conflict
- Roles of Nurses in formal leadership positions

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## Scenario # 1

Lisa and Paramjit are nurses who work together in the same practice setting. One day, they arrive early to their workplace and review their client assignments/files.

Lisa notices that Paramjit has one less client than she does and is not happy about that. Lisa talks to everyone about how unfair this is and decides not to help Paramjit with her client case load if or when she asks for assistance.

As a colleague who listens to Lisa's concerns, what would you suggest she do?

Hearing Lisa's concerns as a manager in the workplace setting, how would you address this situation?

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## Discussion – Scenario # 1

Key Factors:

Prevention:

Management:

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## Scenario # 2

Sharon works in the community. One of Sharon's clients, Mrs. Y, is unable to communicate her needs in English and requires her family to translate. Sharon often finds it difficult to complete a client assessment in the family's presence because she feels that they constantly monitor the care she provides. After she leaves Mrs. Y's home, she is paged to return to the client. The family states that Mrs. Y's wound dressing needs changing again because it is soiled. When Sharon returns, she notes the discharge from the wound is minimal and does not require changing. The family becomes upset, feeling that Sharon is not properly attending to their mother's needs.

Sharon feels demoralized, helpless and lacks strategies for dealing with this conflict with the family.

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**Discussion – Scenario # 2**

Key Factors:

Prevention:

Management:

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**Reflections**

- Individual awareness and development
- Strategies
- Resources

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**Resources**

**Phone:**

- Practice Support Line  
 Toll free in Ontario 1-800-387-5526 or 416-928-0900

**Outreach Consultants:**

- see CNO web site for more information

**Web site:** [www.cno.org](http://www.cno.org)

**E-mail:** [ppd@cnoemail.org](mailto:ppd@cnoemail.org)

**Publications & Resources:**

- Practice Standards & Guidelines, E-learning Modules, *The Standard* (magazine), *Quality Practice* (e-newsletter), and Teleconferences

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### Teleconference Feedback Form

Thank you for participating in the College of Nurses of Ontario's teleconference *Beyond Policy: Taking personal responsibility for Conflict Prevention and Management* on March 13, 2008. The College would like your feedback on the teleconference.

You may also provide feedback online at [www.cno.org](http://www.cno.org), under "Teleconferences"

Your feedback is **greatly** appreciated and will help us inform and improve our process!

1. Please indicate your level of satisfaction with each of the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
a) Time for participant discussion.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Time for College input.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Discussion content.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Handling of participant questions.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Overall satisfaction.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Will the information from the teleconference make a difference to you in your practice setting?

Yes → *Please describe:* \_\_\_\_\_  
 No  
 Unsure

3. Will the information from the teleconference have a positive impact on patient care?

Yes → *Please describe:* \_\_\_\_\_  
 No  
 Unsure

4. What other topics would you like to see discussed in the College's teleconferences? \_\_\_\_\_

5. What would you do to improve the next College teleconference? \_\_\_\_\_

6. Other comments: \_\_\_\_\_

7. Your nursing category:

- RN
- RPN
- RN(EC)
- Non-nursing: \_\_\_\_\_

8. Your health care sector:

- Acute Care
- Community & Public Health
- LTC & Rehabilitation
- Mental Health & Corrections
- Pediatrics
- Other: \_\_\_\_\_

9. Your role in your organization:

- Staff Nurse
- Manager
- Administration
- Clinical Educator
- Clinical Nurse Specialist
- Other: \_\_\_\_\_

**Thank you for your feedback.** Please send the completed form as an e-mail attachment to **Del Hersey** at [dhersey@cnomail.org](mailto:dhersey@cnomail.org) or print and fax to **416 928-9643** (attn: Del Hersey) by **March 20, 2008**.