

Helping the Healthcare Professional Understand Their Conflict Resolution Skills

Lisa Marie Joyce
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UNIVERSITY SYSTEM OF NEW HAMPSHIRE

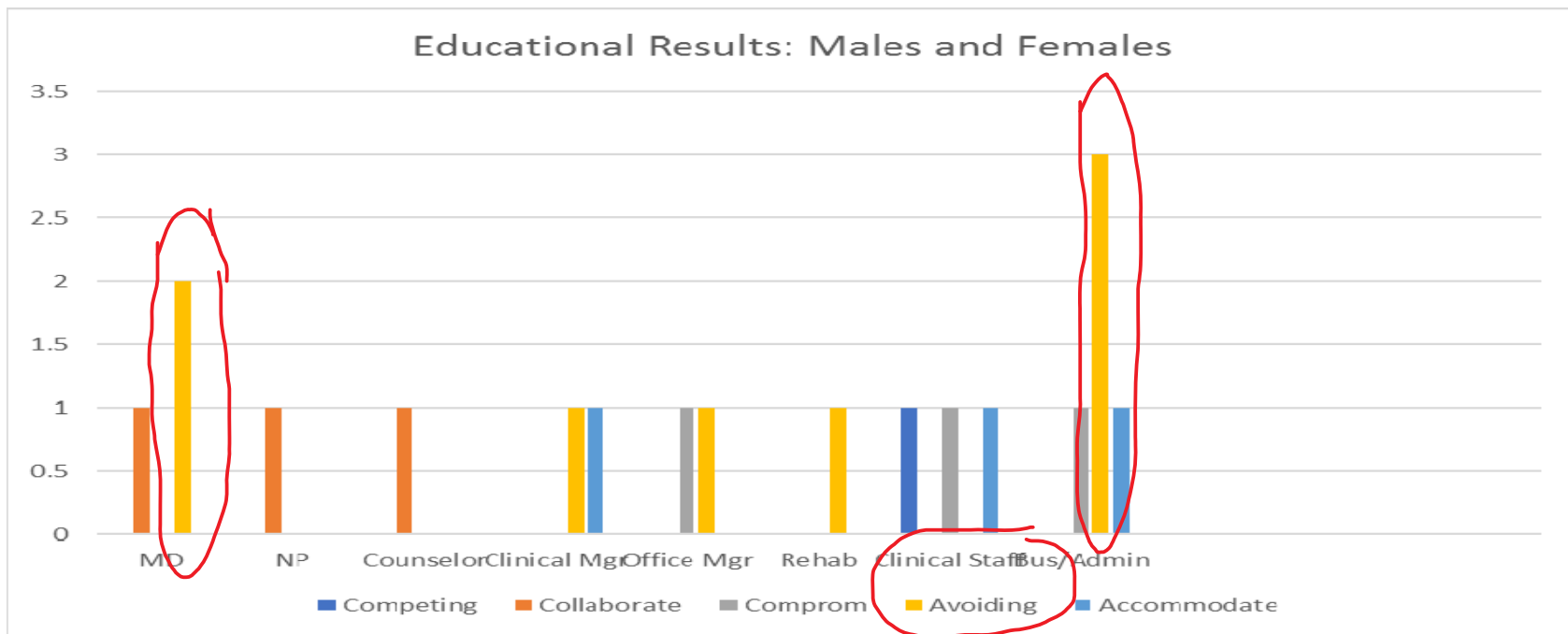
CONFLICT

- Run away!
- Positive experience?
- HOW?
- Skills to Develop
 - Emotional Intelligence
 - Non-verbal Communication
 - Communicate Mindfully



Study and Results

- Conflict Issues in Healthcare: THE GREAT UNKNOWN!
- Case Study: 18 medical professionals (MD, clinical & medical staff)



Mnemonic

Don't be that guy!



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