

Communication Skills for Leadership

STRUCTURES FOR

Managing Conflict



A leaflet for healthcare staff

Making conversations easier





Communications Skills for Leadership

Clickable contents

Managing Conflict

The Harvard Method 5 Steps to Managing Conflict

Note:

There are many different models for managing conflict, some are shown here on this skills card. The Calgary-Cambridge Guide is the preferred communication skills framework in the HSE. It may help to think of communication skills as tools in a toolbox, to be applied as and when needed in many different types of healthcare conversation.

Download the Calgary-Cambridge Guide here



Brings you back to contents





Communications Skills for Leadership

Managing Conflict

The Harvard Method

Collaborative

4 principles



1: People

Treat people and problems separately



2: Interests

Focus on interests not positions



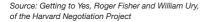
3: Options

Generate as many solutions as possible



4: Criteria

Choose the best/most reasonable solution based on available evidence



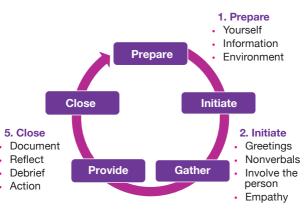


Communications Skills for Leadership

Managing Conflict

5 Steps to Managing Conflict

Collaborative



4. Provide

- Describe behaviour
- State concerns
- Invite a response

3. Gather

- Active listening
- Reflective listening
- Ask guestions
- Reframe

