

# 2<sup>ND</sup> ADVANCED NURSING SCIENCE & PRACTICE

April 20-21, 2018 | Las Vegas, USA



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### **Conflict happens: Handle it successfully**

The field of healthcare is ripe for conflict and nurses are regularly facing conflict from all sides. Under the name of incivility or lateral violence, conflict has been recognized as a major source of organizational and individual problems in nursing practice. Patients are worried, physicians are harried, family panic and nurses are stressed. Conflict is inevitable, but it does not need to escalate or result in violence or incivility. This presentation will explore the issue of conflict and what factors and beliefs contribute to conflict, including limiting beliefs among the involved individuals. A group of common reactions and responses to conflict will be reviewed. Methods and steps to mitigate or de-escalate the problems associated with conflict will be presented along with 10 strategies that you can apply immediately in your work setting. Case examples and experiences with conflict in nursing practice will be examined and analyzed. Finally, some of the possible benefits of conflict will be suggested.

#### **Objectives:**

- Identify common sources of conflict in nursing practice
- Describe a variety of reactions and responses to conflict in healthcare
- Apply strategies that can effectively de-escalate conflict
- Discuss how and when conflict can be useful in an organization

#### **Biography**

Diann Martin has completed her PhD in 1990 at Rush University in Chicago IL. She has been a Nurse since 1974 with a specialty in Home Health and Hospice. Since 2005, she has been an Academic Leader in nursing programs nationwide and has held four positions as Dean and many online teaching assignments at BSN, MSN and PhD programs in Nursing. She is the best-selling Author of the successful and conscious caregiver in mastering the Art of Success published by Celebrity Press in July 2017. She is a certified success coach in the Jack Canfield Success Program and a Master Trainer in the Passion Test system helping people to identify and live their ideal lives. She has published three books on Nursing Practice and is a Member of the Center for Health Care Innovation.

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#### **Notes:**