

IMPROVING COMMUNICATION WITHIN A TEAM & CONFLICT RESOLUTION SKILLS

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Road Map

Part 1

- Develop your ideas of what works as communication skills within a team
- Trial strategies and share learning

Tea

- Tea break

Part 2

- What do we mean by conflict?
- Strategies to manage conflict



Communication within a team

Communication within a team



- What do we mean by communication within a team?

Communication within a team



- What do we mean by communication within a team?
- **Lots of buzz words**
- Goal orientated
- Information sharing
- Developing ideas
- Improving efficiency

- Share a few examples



Barriers to good communication



- We naturally look for what could go wrong
- Sometimes there can be good communication but an unexpected outcome

A good example of team working?



Source: <https://www.youtube.com/watch?v=tSMT1ut8xgY>

Collaboration



- What did we just observe?
- Are there any skills you recognise already?

Discussing strategies



- Next part we are going to develop some of your own ideas
- Form into pairs
- Have paper and pen ready for notes / electronic devices

Group Task – What works in a team



- Two bullet points per question:
 1. What strategies have you seen work well to share information or communicate within a team?
 -
 -
 2. Why do you think this worked well?
 -
 -

What works well in team feedback

Strategies

1. Emails
2. Notice boards
3. Clinical governance meeting
4. Coffee
5. Preparation for meetgin
6. Weekly update
7. Whatsapp group

Why they worked

1. Lots of info at same time
2. Offline
3. Face to face set agenda
4. Informal relaxed, early issue
5. Detailed agenda
6. Feeling invovled
7. Informal communication

What works well in team feedback



Strategies

Why they worked

Putting strategies into practice



- Good to hear lots of varied ideas of what can work
- Much more challenging to put these into practice

Developing strategies



- Next task we are going to develop some of our own scenarios
- Form into groups of three
- Have hand-outs with template for scenario ready

Create your scenario



- Within your groups
- Create one scenario per group
- Define each role and outline of scenario

- Focus is on what you can do to manage this situation
- “Possible strategies to improve communication”
- “Any anticipated difficulties”

Strategies



Possible strategies to improve communication

Any anticipated difficulties

Time to practice



- Stay in your groups
- Have your scenario ready
- Allocate one person to each role

- End of scenario consider feedback on:
 - What strategies worked?
 - What could be done differently?

Feedback from scenarios



What strategies worked?

What could be done differently?

Feedback from scenarios



What strategies worked?

What could be done differently?

Summary of communication within team



- Considered what makes for good strategies to communicate within a team
- Developed your own examples
- Explored strategies that can help

Tea Break

Back into the room again at 2.30pm

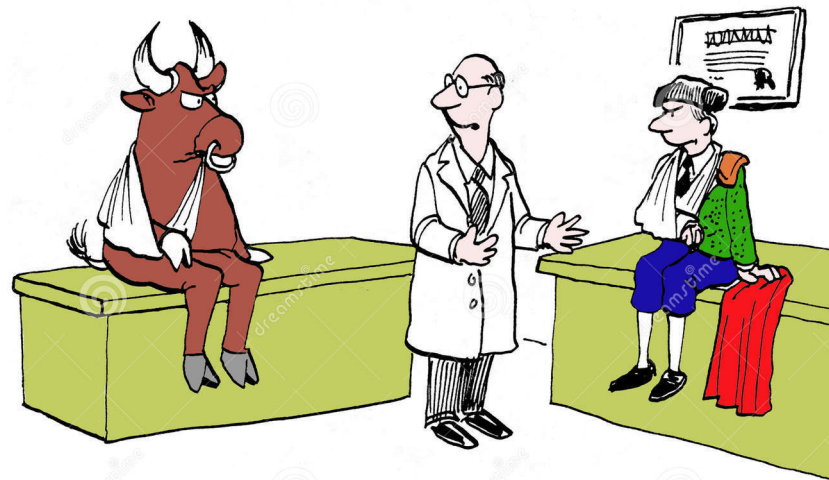


Conflict resolution

What is conflict resolution?



- What do we mean by conflict?



“Workplace conflict?”



Conflict within the workplace



- Is it always a bad thing?

Conflict within the workplace



- Is it always a bad thing?
- May help to generate new ideas

- “I don’t agree with doing it this way because .. why can’t we do it this way...?”

Conflict resolution



- Using a set of skills to help resolve a dispute
- Lot of generic micro skills used in everyday consultations can be applied
- Essence is trying to find a compromise and way forward

Essentials of conflict resolution



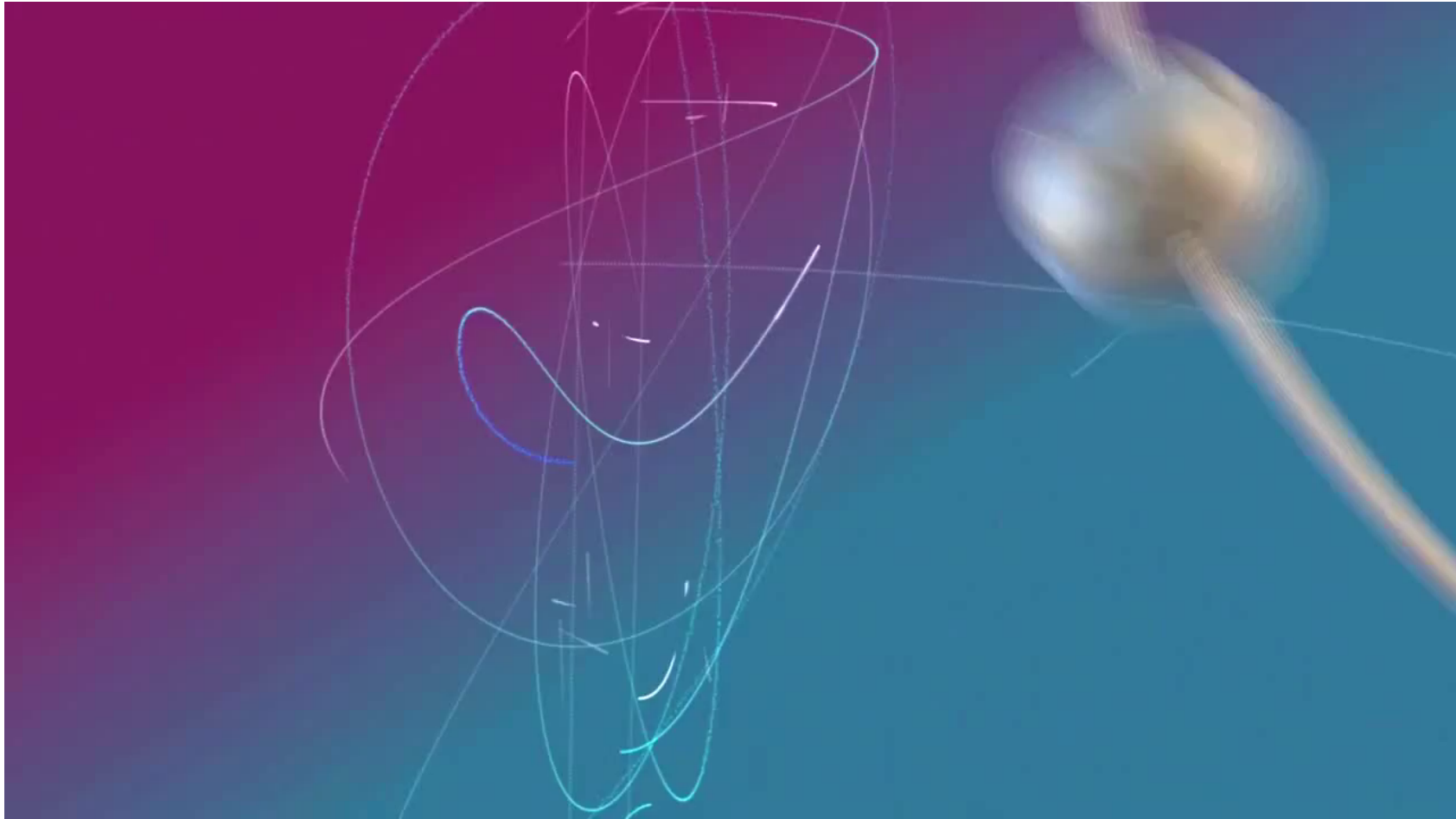
- Understanding the other person's point of view
- Ensuring both sides feel valued and listened to
 - ▣ "I'm irritated that they don't listen to me and my ideas are never taken forward"
 - ▣ Using micro-skills we may use regularly from communication skills e.g. active listening, summarising
- Separating out behaviours and activities from personality
- Finding common ground and compromise

Examples



- Identifying when there is a change to active listening

Conflict resolution example



Source: <https://www.youtube.com/watch?v=mSs94Xif3eM>

Group work



- In threes
- Have hand out template ready
- Separate hand out on conflict resolution techniques

Create your scenario



- Within your groups
- Create one scenario per group
- Define each role and outline of scenario

- Focus is on what you can do to manage this situation
- “Possible strategies to resolve the conflict”
- “Any anticipated difficulties”

Strategies



Possible strategies to resolve the conflict

Any anticipated difficulties

Strategies



Possible strategies to resolve the conflict

Any anticipated difficulties

Time to practice



- Stay in your groups
- Have your scenario ready
- Allocate one person to each role

- End of scenario consider feedback on:
 - What strategies worked?
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Feedback from scenarios



What strategies worked?

What could be done differently?

Feedback from scenarios



What strategies worked?

What could be done differently?

Summary of conflict resolution



- Explored what is meant by conflict resolution
- Developed ideas on ways to use skills you already have to promote conflict resolution
- Explored strategies that can help

Feedback



What will you do differently?

How will you spread this learning to your practice?

Feedback



What will you do differently?

How will you spread this learning to your practice?



Thank you

Further questions email:-

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