

Mediation Training

How to Make Communication Better for
Healthcare Professionals

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Cobleworks

Mediation, Training, Coaching

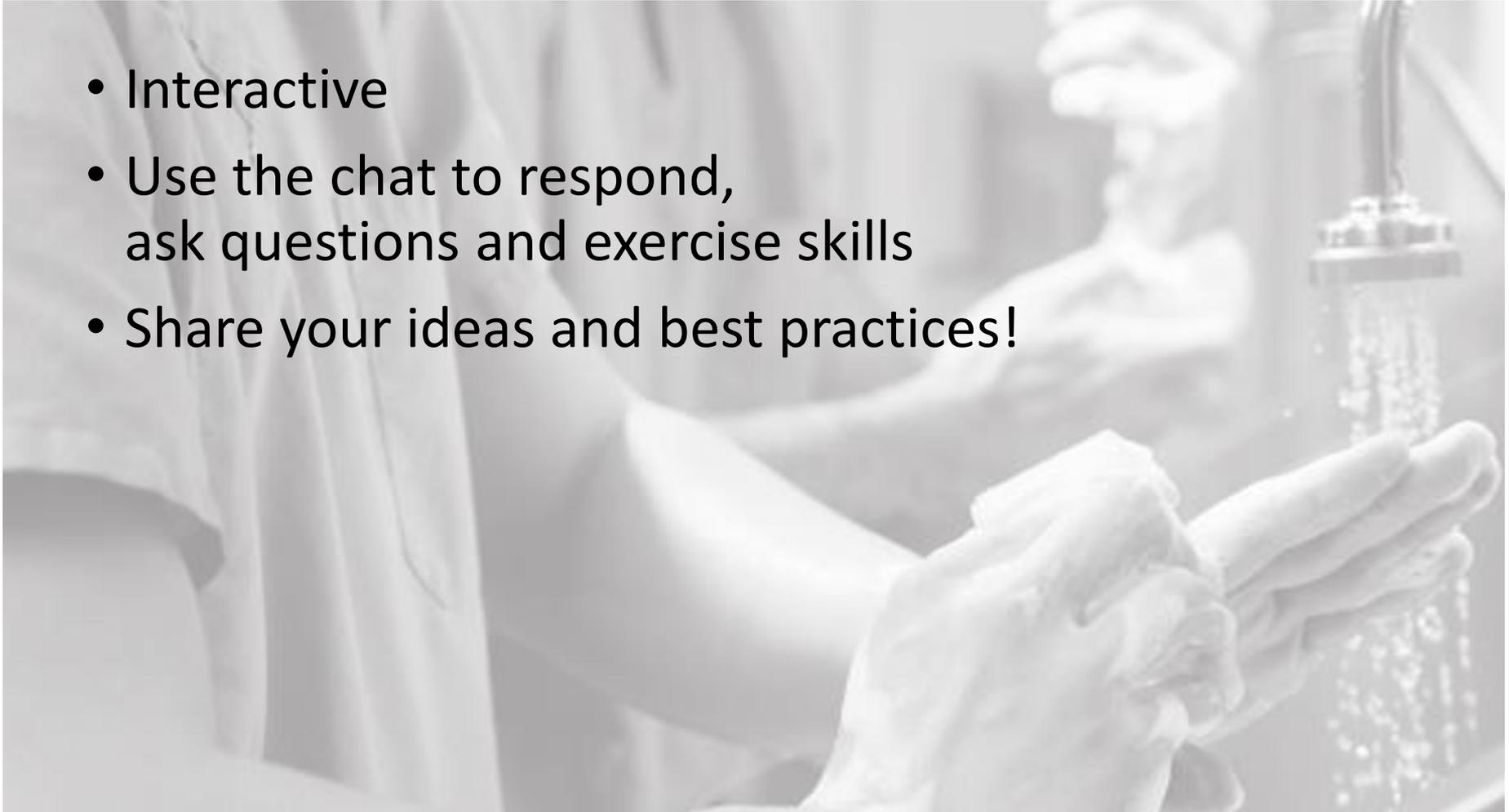
Program

- Conflicts
- Mediation
- Role of facilitator
- Techniques that help in managing conflicts
- Q and A



Way of Working

- Interactive
- Use the chat to respond, ask questions and exercise skills
- Share your ideas and best practices!



The Stats

- Employees in United States companies spend approximately 2.1 hours each week involved in conflict.
- 49% of workplace conflict happens as a result of personality clashes and egos.
- Hospitals with Workplace Interpersonal Conflicts experience lower-quality patient care, higher rates of medical errors, a higher level of staff burnout, and greater direct and indirect costs of care.

Source: CPP, INC., Hiscox, PLOS One.

More Stats

- 60% of employees never receive basic conflict management classes or lessons.
- Of those who do, 95% state that the training helps them navigate workplace conflict positively and helps them to seek mutually beneficial outcomes.

Source: CPP, INC., Hiscox, PLOS One.

Conflicts Hurt

- Reduce productivity
- Reduce work satisfaction
- Cause stress and absence
- Waste time
- Cost money
- Lead to outflow



Conflicts Help

Individually

- Grow self-knowledge (source of feedback)
- Grow insight into other people
- Challenge our qualities
- Help personal growth
- Are essential for the development of relationships

Organizationally

- Accelerate performance (competition between teams)
- Make latent problems visible
- Avoid 'the easy way out' and routines
- Grow the quality of problem-solving
- Support team development

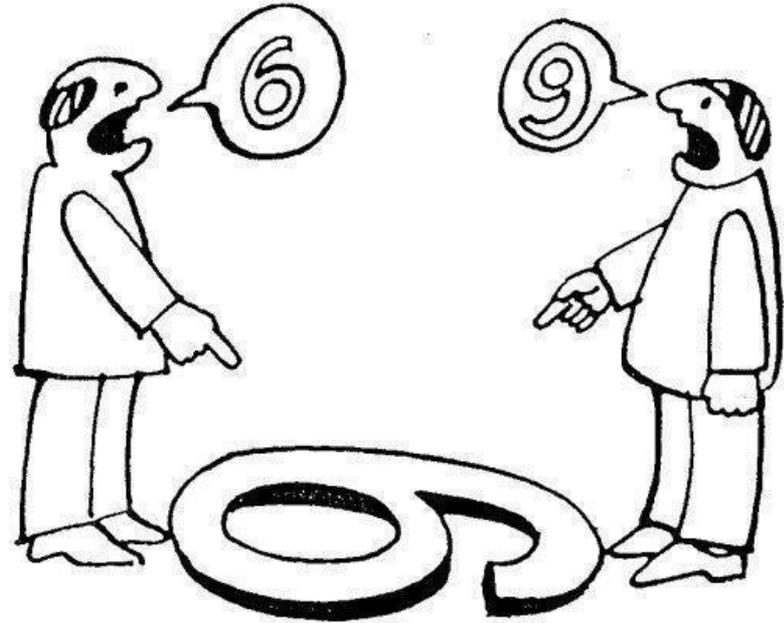
“So let’s get people talking about what really matters so that worthwhile solutions can be achieved.”

What is a Conflict?

- A struggle or clash between opposing forces
- A state of opposition between ideas or interests
- Psychological opposition between two simultaneous but incompatible wishes or drives
- Sometimes leads to emotional tension and thought to be responsible for neuroses.

Types of Conflicts

- Interdependence
- Difference in style
- Background
- Leadership style
- Personality clashes



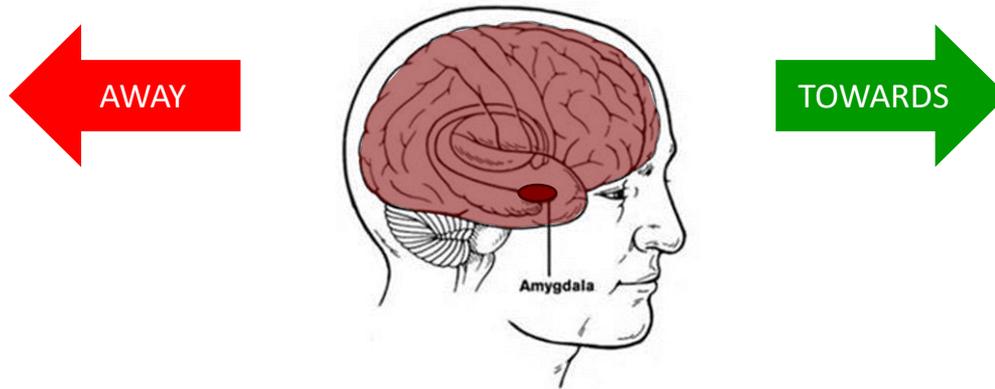
Conflicts



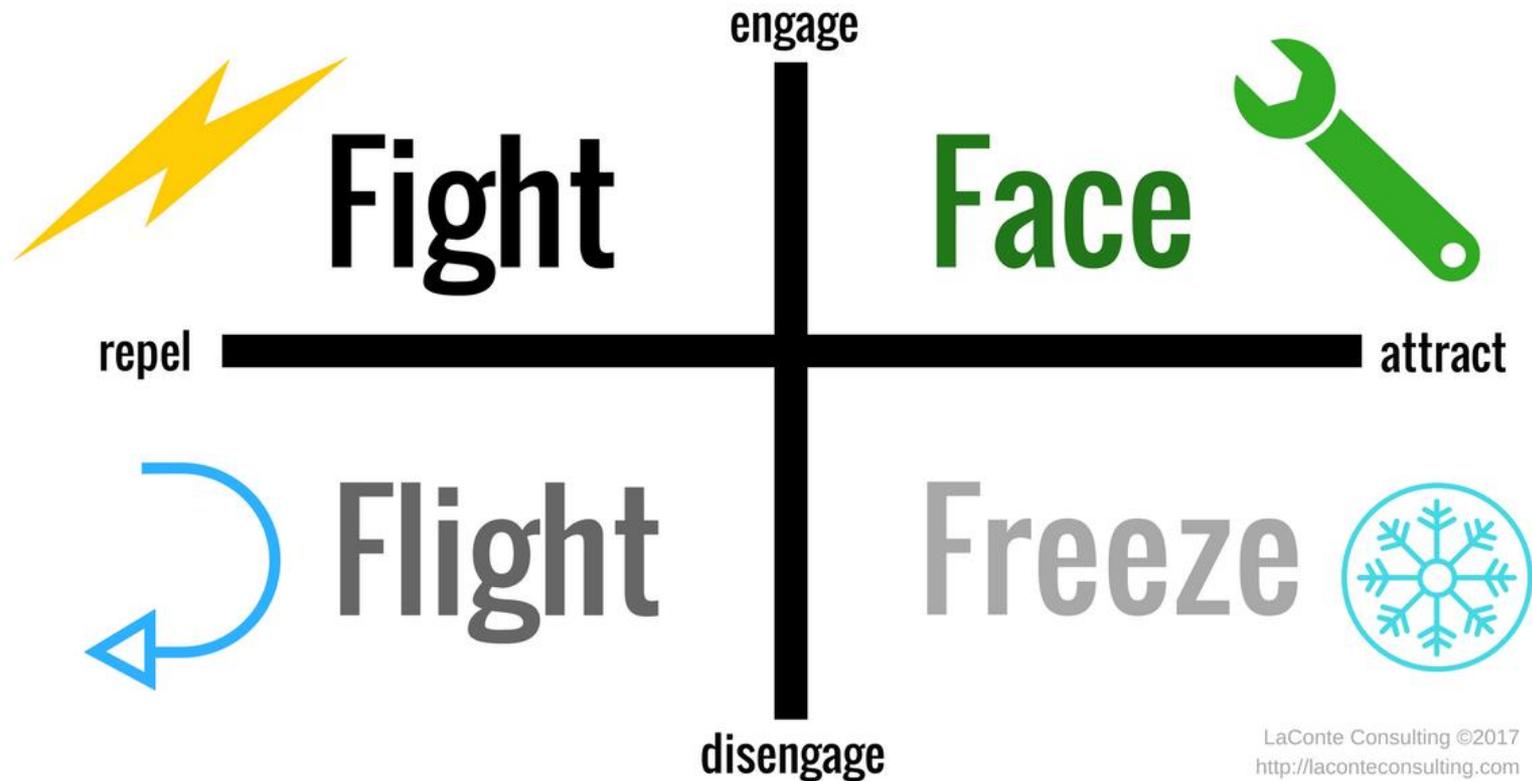
Our Social Brain



Our Social Brain



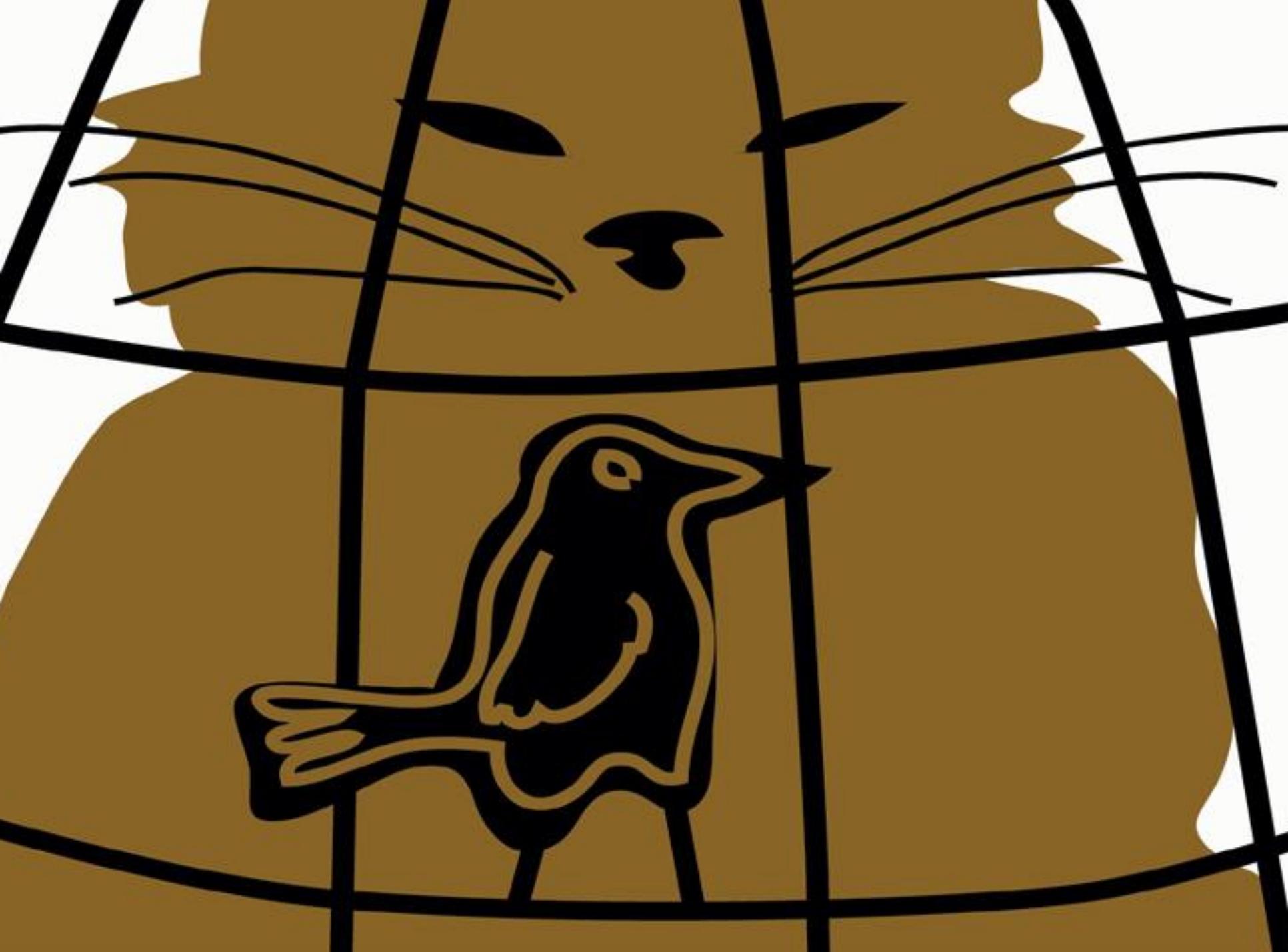
How We Deal With Fear



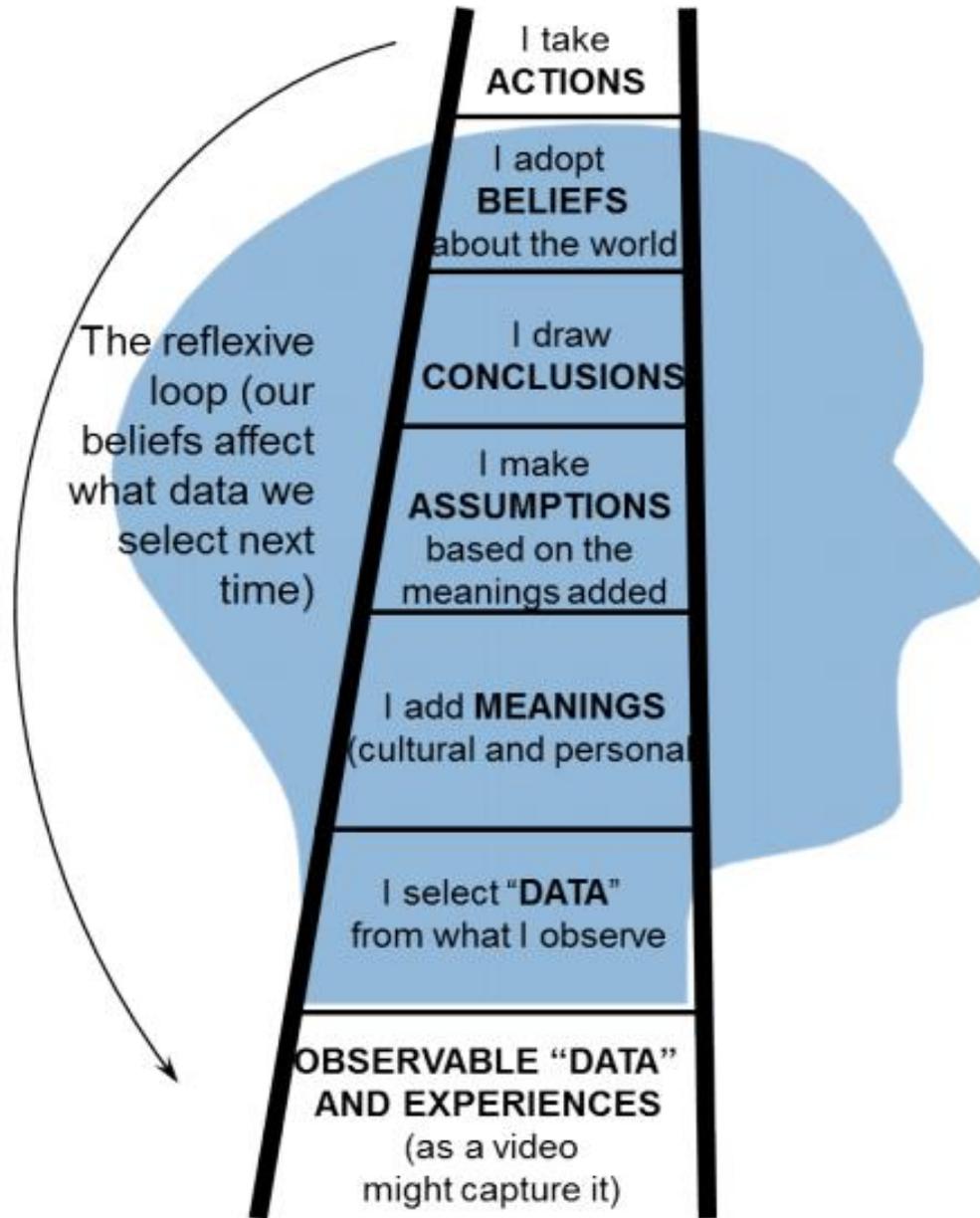
Glas's Levels of Conflict Escalation









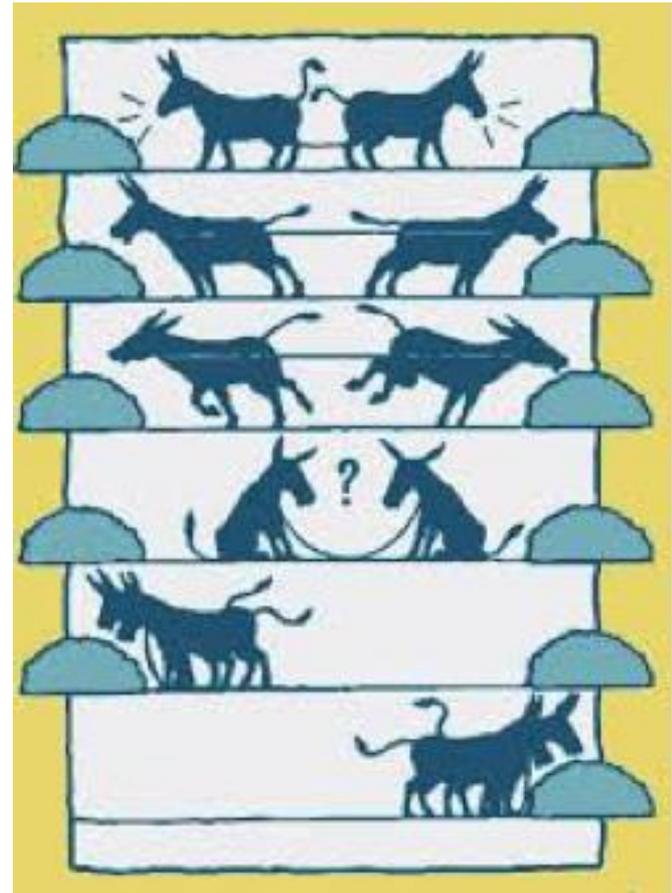


Mediative dialogue helps people check their perceptions against those of others



Mediation

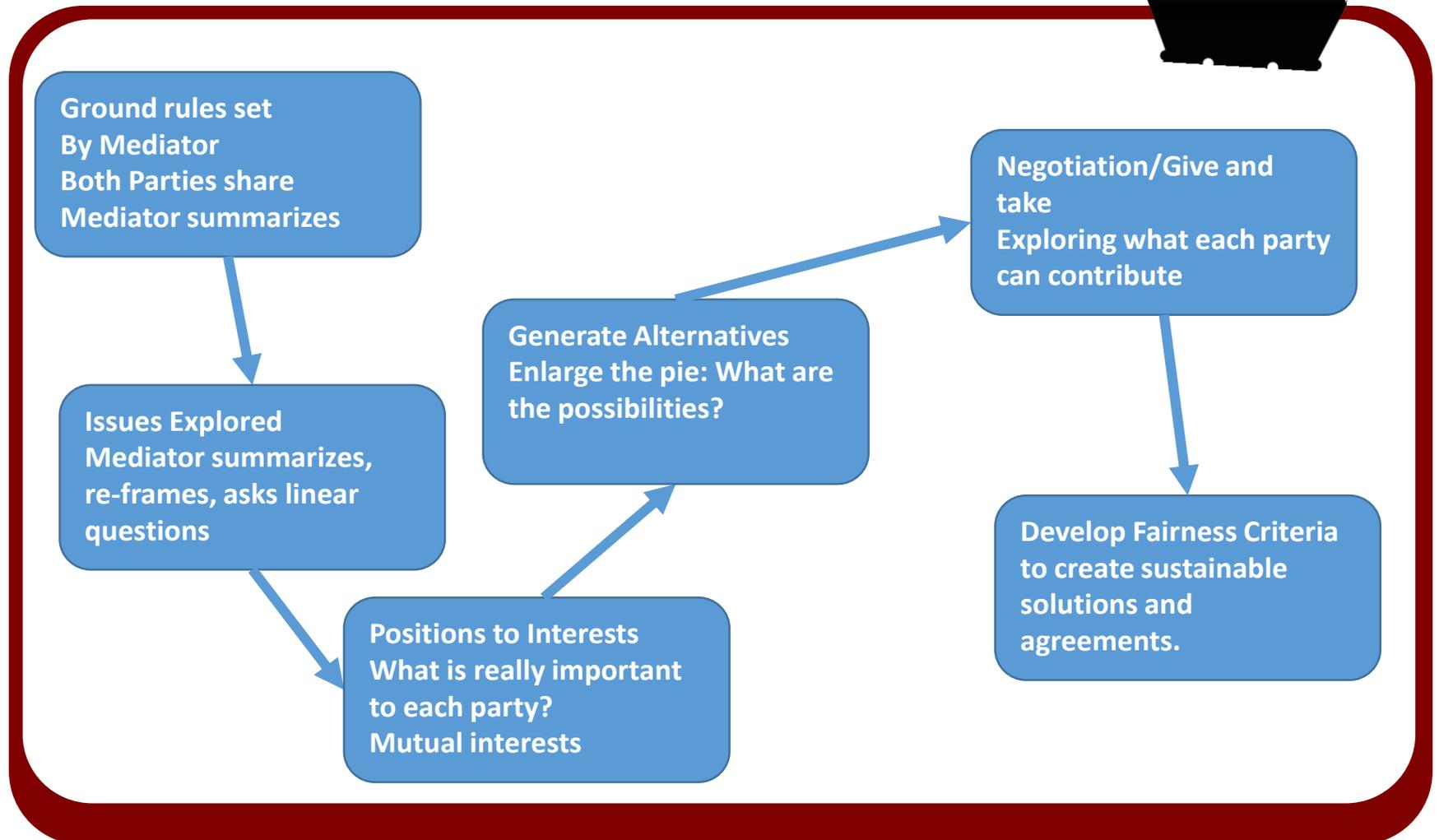
A process where an impartial third party facilitates communication and negotiation, promoting voluntary decision making by the disputing parties.



Role of Mediator/Facilitator

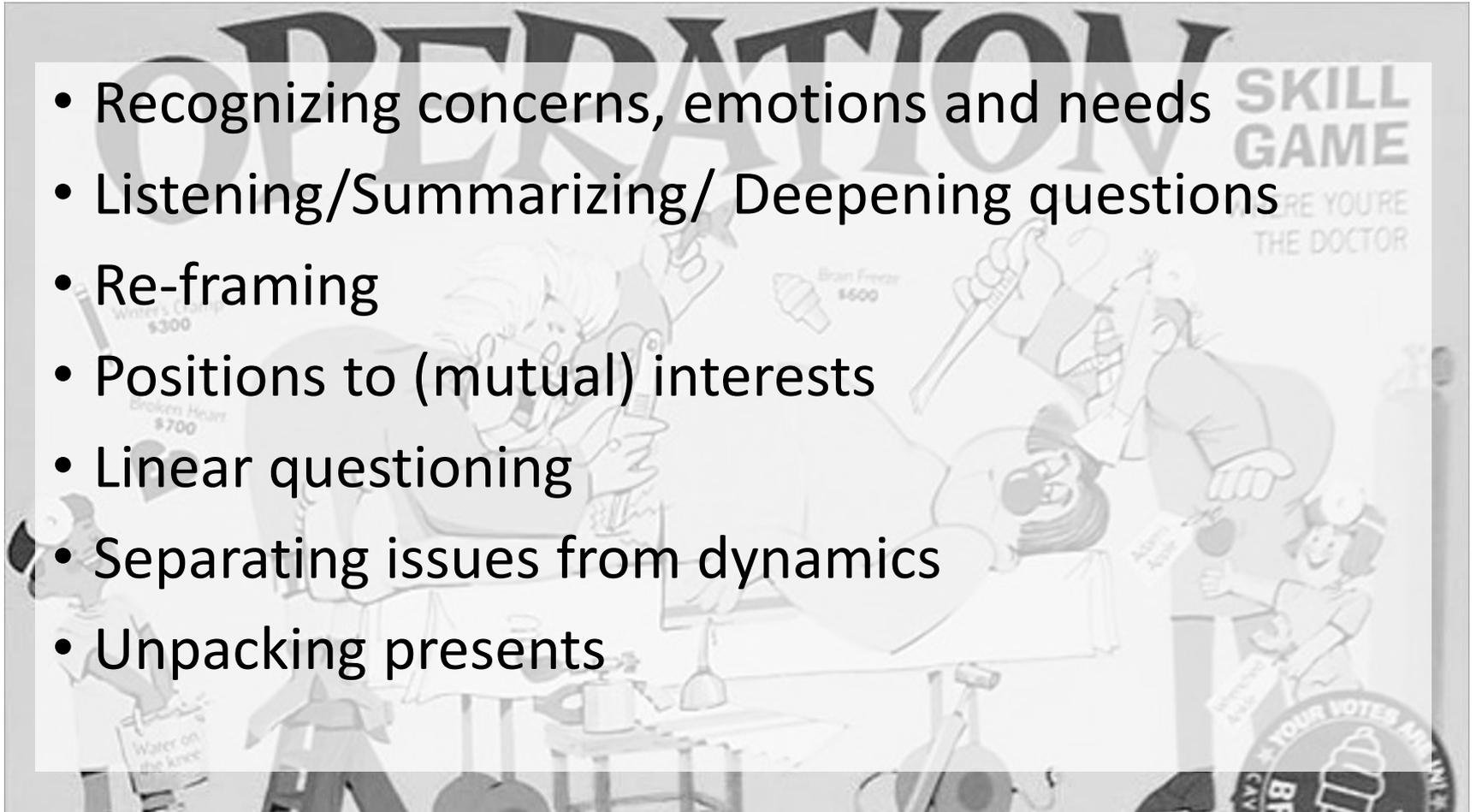
- Neutral / Impartial
- Leads process
- Establishes trust with and between the parties
- Improves Communication
- Role models effective communication
- Empathetic listener
- Risk taker
- Creative and tenacious
- Promotes Voluntary Decision Making

Process of Mediation



Skills

- Recognizing concerns, emotions and needs
- Listening/Summarizing/ Deepening questions
- Re-framing
- Positions to (mutual) interests
- Linear questioning
- Separating issues from dynamics
- Unpacking presents



Recognize underlying needs & emotions



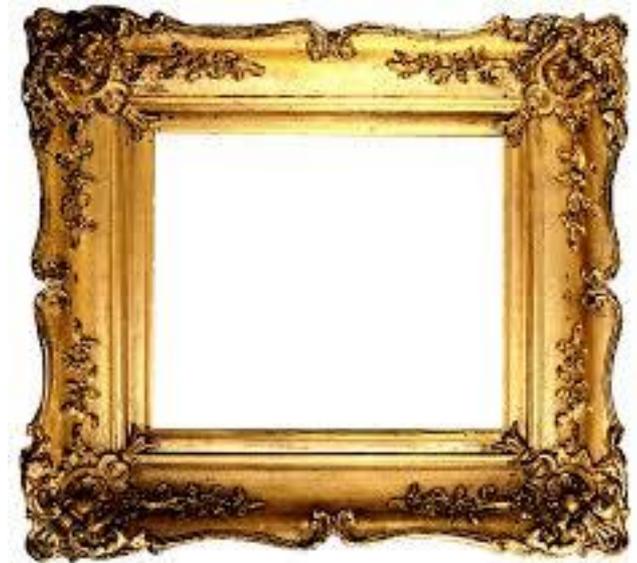
Understand Needs and Interests

- Listening
- Summarizing
- Deepening

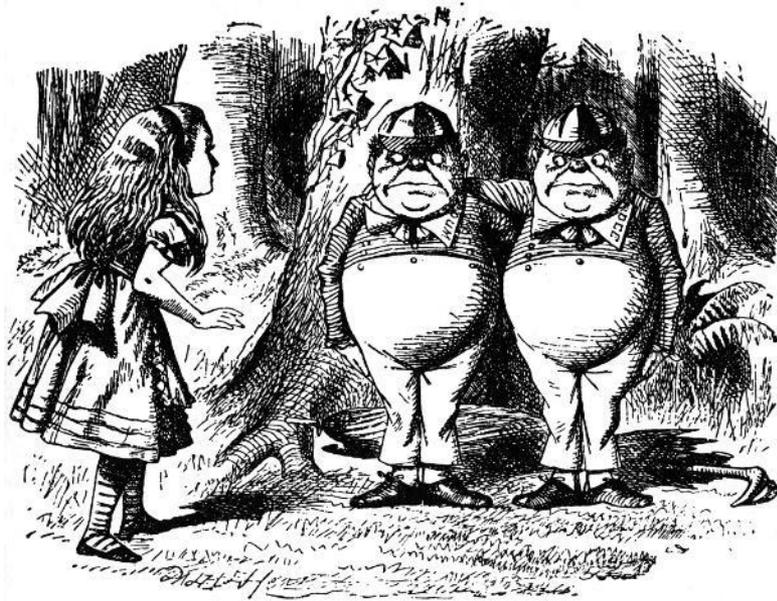


Re-framing

- Seeing the current situation from a different perspective
- **Shift**
- From passive to active
- From negative to positive
- From past to future
- From future to past
- From others to oneself
- From liability to asset
- From victimization to empowerment



Positions to Interests



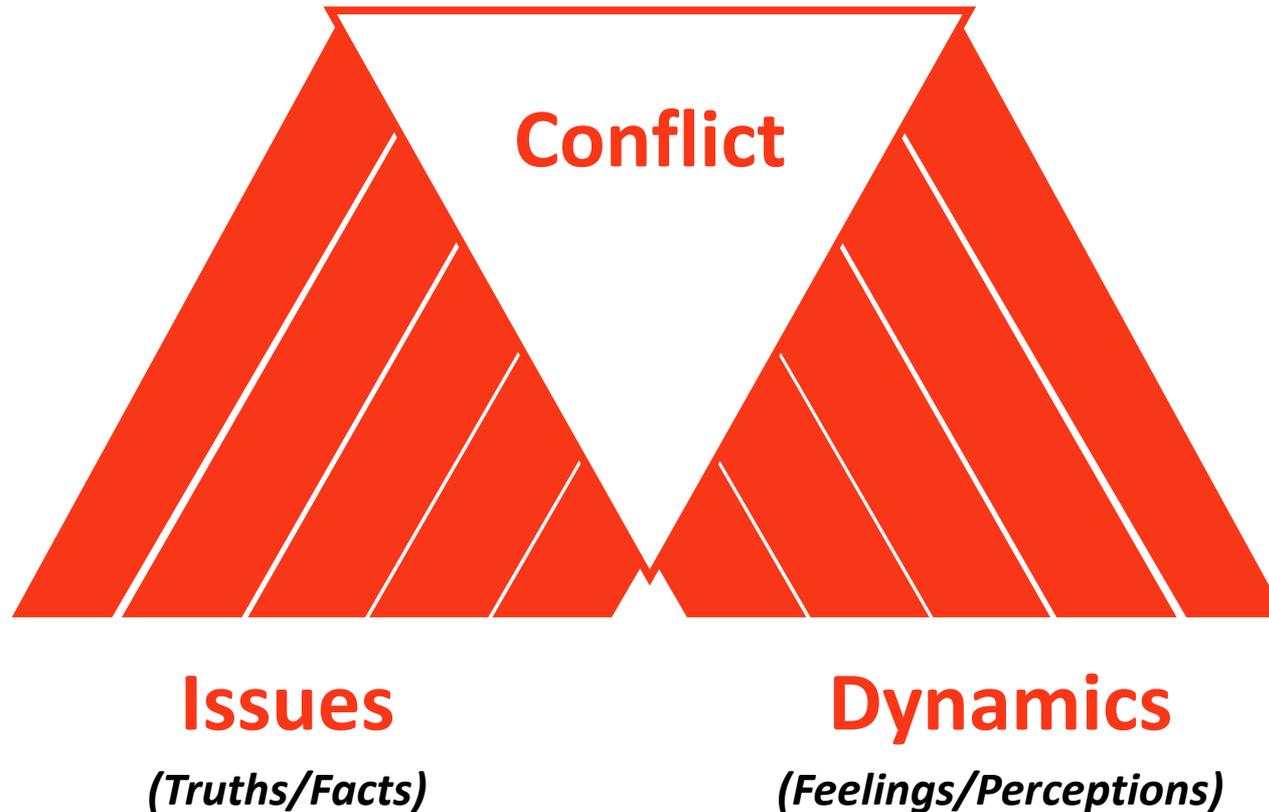
Mutual Interests



Linear Questioning



Mapping & Pillars



Unpacking Presents

- Complimenting and acknowledging when effective communication is being used or has been in the past



Switch Box



Content

Procedure

Interaction

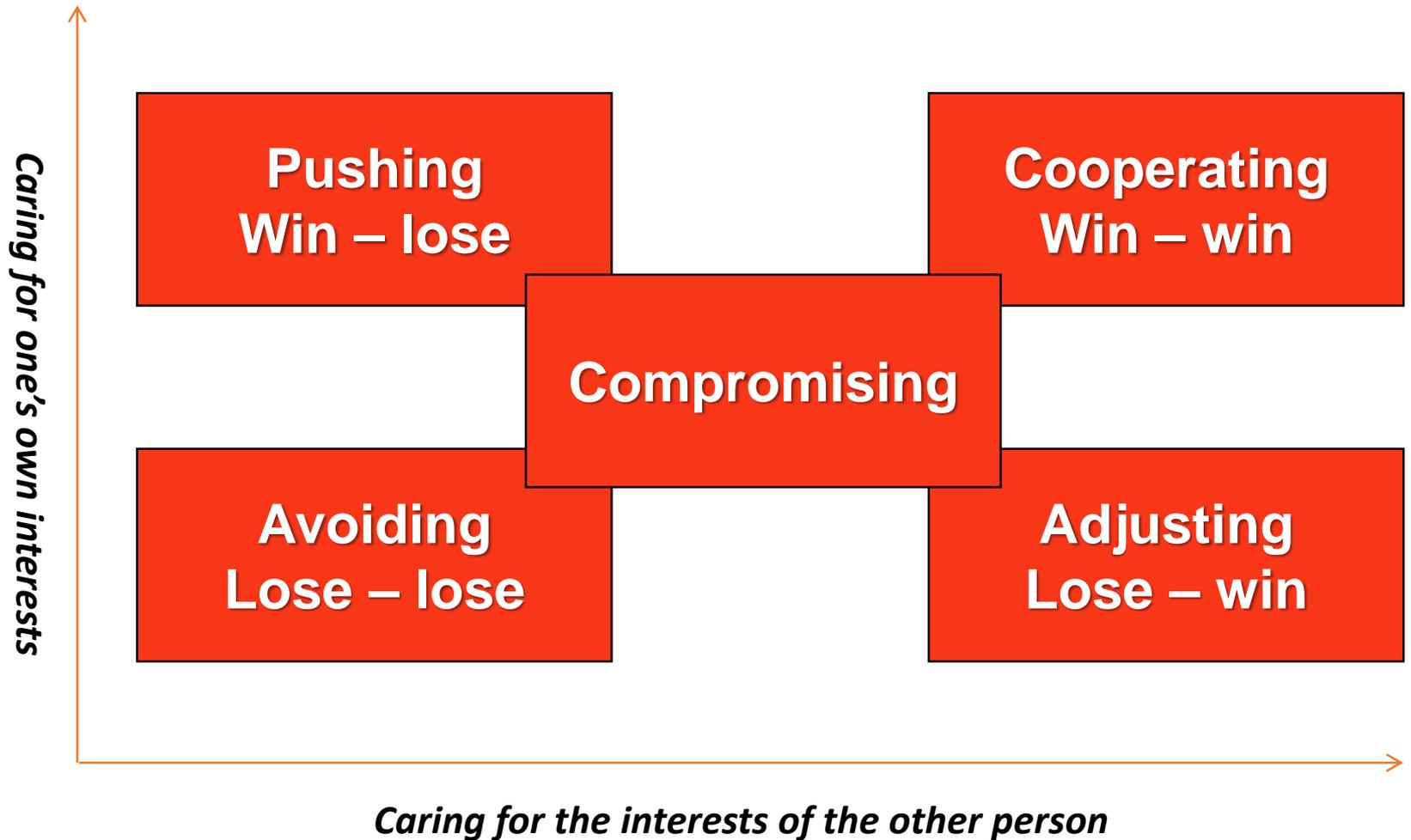
Emotion



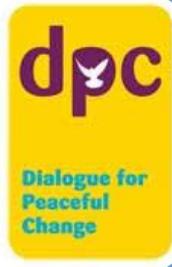
Understand your own way of dealing with conflicts



Conflict Styles



Lessons from



- Understand that conflict is natural
- Respect that others are different
- Be aware of the prejudices you carry
- Know your own needs
- Suspend judgement
- Avoid scapegoating
- Listen actively
- Investigate what is important for the other
- Seek small steps
- Look up: you are not alone!

Social Media Toolkit



Twitter: @atdhealthcare
or @atd National