CONFLICT MANAGEMENT IN INTENSIVE CARE UNITS

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Intensive care units (ICU) are inherently stressful units, for physicians and nurses at similar levels.

Indeed, patients’ severity and uncertainty in prognoses are responsible for symptoms of anxiety and depression in family members.
Conflict management

- Conflict is a natural disagreement resulting from individuals or groups that differ in attitudes, beliefs, values or needs.

The ingredients of conflict:
- needs
- perceptions
- power
- values
- feeling and emotions
Involved sides in this story...
Conflict management

- Intrapersonal conflicts
- Interpersonal conflicts
- Institutional conflicts
Conflict management

- Manager skills
  - negotiation
  - finding a middle ground
  - assessing value
  - making concessions
Conflict management

- Nursing conflict causes:
  - behavior
  - environment
  - physician authority
  - beliefs
  - stress
Conflict management

- family grief
- excessive workload
- complexity of decision making

fatigue ➔ burnout ➔ CONFLICT
Conflict management

There are five steps to managing conflict, these steps are:

- analyze the conflict
- determine management strategy
- pre-negotiation
- negotiation
- post-negotiation
Conflict management

- good team leader should:
  - understand own feeling about conflict
  - active listening
  - generating options for resolving a conflict
Conflict management

- **Management strategies:**
  - Collaboration (I win - you win)
  - Compromise (win-win or lose-lose)
  - Competition (I win - you lose)
  - Accomodation (I lose - you win)
  - Avoidance (I lose - you lose)
Conclusion

• Conflict is not always negative. In fact, it can be healthy when effectively managed. Healthy conflict can lead to...
  Growth and innovation
  New ways of thinking
  Additional management options

• If the conflict is understood, it can be effectively managed by reaching a consensus that meets both the individual's and society's needs.

• This results in mutual benefits and strengthens the relationship.

• The goal is for all to "win" by having at least some of their needs met.
Conclusion

- Understanding
- Decreasing nursing workload
- Assuring safe environment
- Communication - active listening
Conclusion

- Increased staff turnover is a challenging ICU leadership problem.
- A systematic approach involving proper identification of the core problem, development of solutions and effective implementation strategies enable the ICU leader to make the desired changes in a timely and lasting way.
- Essential ingredients for all those involved are: conviction, dedication and time.
In our ICU there is only love in the air
But if we starting to be angry...
There is a TEAM BUILDING...

Regards from KAI AKA TEAM
CALL FOR ABSTRACTS is now OPEN

... see you in Brisbane, Australia !!!
THANK YOU FOR YOUR ATTENTION!!!