



# NAVIGATING PERSONAL AND PROFESSIONAL TENSIONS IN HEALTH CARE

## INTERPROFESSIONAL DISCORD, CONFLICT RESOLUTION, & MEDIATION



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**Abstract:** Conflict resolution within health care is a set of processes that use communication and problem-solving skills to de-escalate and constructively resolve conflict. Mediation is a process by which an impartial third-party mediator helps to constructively resolve such conflicts. In this full day workshop, participants will explore ways to improve communication and mediate conflict in the healthcare setting, with a focus on addressing tensions and ethical dilemmas encountered during patient care.

### **Agenda:**

8:30 am **Registration / Continental Breakfast**

9:00 am **Tools and Strategies to Improve Communication and Navigate Conflict**

Abstract: Participants will explore ways to improve communication and mediate conflict in the healthcare setting, with a focus on addressing tensions and ethical dilemmas encountered during patient care. This session will educate participants on tools and strategies that can be used to improve communication and help navigate conflict between medical teams, patients and families.

12:00–12:30 **Lunch**

12:30 - 3:30 **Skills Development Workshop**

Abstract: In this workshop, participants will practice applying the skills and techniques learned in the morning to simulated clinical ethics conflict mediation exercises using role-playing and group discussion.

3:30 - 3:40 **Wrap-up and Adjournment**

### **Continuing Education:**

6.0 hours of continuing education credits available:

- AAPA Category I
- AMA PRA Category I
- ANCC
- Other healthcare professions are awarded CEU's

Contact Jody Stockdill at [cep@pitt.edu](mailto:cep@pitt.edu) for additional information and to register.

**Monday, June 10, 2024**

**8:30 am—3:30 pm**

**LaRoche University**

**9000 Babcock Boulevard, Pittsburgh, PA 15237**