

Post-Simulation Reflection of Interprofessional Communication During Difficult Situation

Thinking about the interprofessional teams that you work within:

1) What strategies will you use to manage conflict within the team?

Strategies I will use to manage conflict within a team are to develop an action plan for when conflict arises. It is important to reflect on this plan often to assess for improvements or changes. It is also important to develop a clear method for communication, is a safe environment. All parties in the conflict should be involved, and the solution that everyone agrees on should be documented. Ensuring all opinions are objective and to listen to everyone's facts before coming to a resolution. It is important for all parties of the conflict to feel heard and understood. Utilizes policies and procedures within the hospital system to come to an agreement.

2) Which areas of your own communication within the team would you like to focus on developing?

Areas that I would like to improve on within my own communication is confrontation, when required. When there is conflict, I often find myself just forgetting or letting it bottle up inside creating extra stress and issues. I never felt confrontation was a good communication strategy but if done in a professional, calm manor there could be resolution to whatever the issue is.