

Course Outcome #2 Competency:

d. Identify examples of conflict resolution.

Tool: Conflict Resolution on the Clinical Unit

Interview a Nurse and One Other Healthcare Provider to Identify An Area of Conflict on the Unit	Ask Healthcare Professional How the Conflict was Resolved	Observe the Interactions of all the Healthcare Professionals on the Unit	What Conflicts did you Observe and How were they Handled or Not Handled

Two students can spend one day completing the above then reporting in postconference.

Once the postconference activity occurs, students will complete the below each day:

Identify a conflict on the unit and how it was resolved. What did you learn? Discuss with faculty or in postconference.

Rubric for Conflict Resolution

Performance Criteria	S	NI	U
Conflict identified on the unit.	Clearly describes a conflict on the unit.	Description of a conflict on the unit are vague and unclear.	Unable to describe any conflicts on the unit.
Suggestions for how to resolve the conflict.	Clearly and accurately describes solutions for resolving the identified conflict.	Identifies some but not all possible solutions for resolving the identified conflict.	Unable to describe solutions for resolving the identified conflict.