

2C - Course Outcome #2 Competencies:

c. Examine examples of conflict on the medical/surgical and pediatric units and describe possible resolutions.

Tool: Conflict Resolution

	Interview a Nurse and One Other Healthcare Provider to Identify An Area of Conflict on the Unit	Ask the Nurse and Healthcare Professional How the Conflict was Resolved	What Conflicts did you Observe and How were they Handled or Not Handled	Compare and Contrast Your Findings on the Two Units: Pediatric and Medical/Surgical Units
Med/Surg.				
Pediatrics				

Grading Rubric for the Conflict Resolution – Medical Surgical

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 is 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.
Compares the medical/surgical unit with the pediatric unit.	Completely and accurately compares the medical/surgical unit with the pediatric unit.	Makes some comparisons but misses some important aspects.	Unable to compare the medical/surgical unit with the pediatric unit.

Grading Rubric for the Conflict Resolution – Pediatric

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 is 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.
Compares the medical/surgical unit with the pediatric unit.	Completely and accurately compares the medical/surgical unit with the pediatric unit.	Makes some comparisons but misses some important aspects.	Unable to compare the medical/surgical unit with the pediatric unit.