

Interpersonal Conflict and Conflict Resolution

Conflict Resolution - Interpersonal

Host:

When we are suffering, we want people to notice. We want someone to understand our circumstances. We need to be heard, to feel like we matter, that we have value. Let's focus on some of the communication skills that attend to these needs. Validating, paraphrasing, and reflecting are just some of the active listening skills in the communication toolbox. These techniques acknowledge and confirm the thoughts and feelings of others. Validating supports and acknowledges people's feelings. It conveys acceptance and allows understanding of another perspective. Reflecting is a way of checking in and interpreting what you have heard. It provides an opportunity for a more thorough response. Paraphrasing involves using your own words to interpret someone else's thoughts and feelings. It lets them know that you are listening. It can slow down the pace of conversation.

How can these skills make a difference?

Mr. Dunn:

We're due for the meeting in a few minutes. I'd like to see what they have to stay this time.

Nurse 1:

Hey.

Nurse 2:

They are not happy.

Nurse 1:

Great.

Okay. Hi. Mrs. Connelly?

Mrs. Connelly:

What's your name?

Nurse 1 (Marie):

Marie Dyson.

Mrs. Connelly:
Spell it, please?

Marie:
D - y - s - o - n - e.

Mrs. Connelly:
Okay. Now what are you?

Marie:
I'm a nurse. I'm part of the team here caring for your father.

Mrs. Connelly:
You see? They've sent us a nurse.
Okay Nurse Dysone, sit down.

Marie:
Okay.

Mrs. Connelly:
Okay now, what do you want.

Marie:
What do I want?

Mrs. Connelly:
Well you called this meeting. Say what you came to say.

Marie:
There's been a lot of meetings.

Mrs. Connelly:
Yeah. There've been a lot of meetings.

Marie:
And you've both been here every single day?

Mr. Dunn:
No. She's been here all the time. I get here when I can but -

Mrs. Connelly:
Because if I don't my father might not be here at all, thanks to your team's negligence. I don't know if you realize, but I'm a lawyer. I've been taking

notes for days about what's been going on. My brother and I are this close to suing this hospital.

Marie:

So you're here every day, without a break. How are you managing?

Mrs. Connelly:

I just do it. My husband is with our daughters. I can't leave.

Marie:

And you're exhausted, and at your wits' end about your dad's care.

Mrs. Connelly:

Yeah... That's it.