





# APS 2025

# Conflict

# HC & D1

# LEARNING OUTCOMES

- Identify the causes of Conflict
- Describe the principles of conflict management
- Identify the approaches to conflict management
- Discuss conflict management
- Describe strategies to prevent or limit conflict

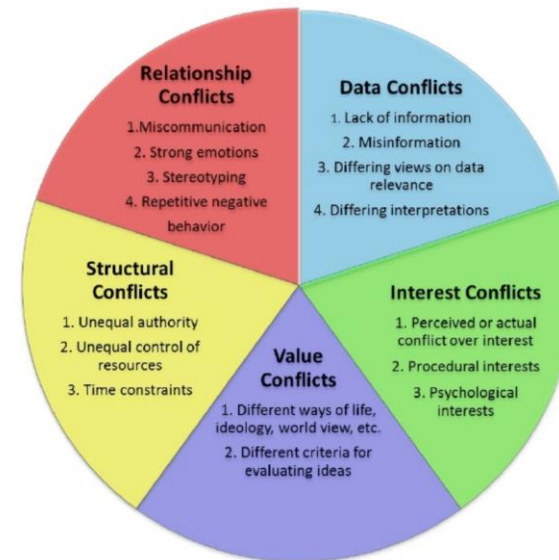
# CONFLICT?

- Conflict often arises when two or more parties fail to find common ground.
- Nurses must develop conflict management skills to minimize the harmful impacts of conflict and to re-establish the positive outcomes associated with harmonious relationships.
- While conflict can be constructive by presenting diverse perspectives and values, it can also hinder communication when emotional 'noise' distracts from the main objective

# CAUSES OF CONFLICT

- Information conflicts
- Values conflicts
- Interest conflicts
- Relationship conflicts
- Structural

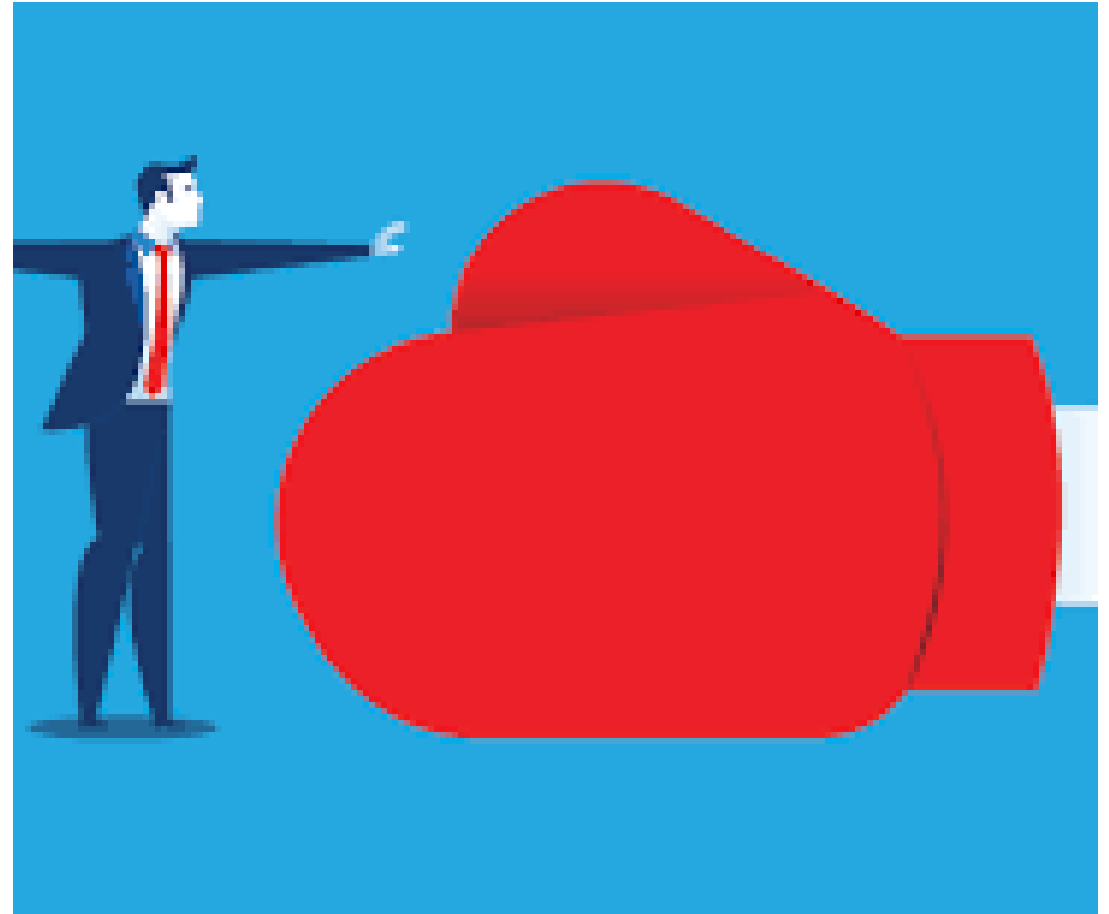
## Causes of Conflict



Adapted from:  
Christopher Moore, *The Mediation Process*, Third Edition (San Francisco: Jossey-Bass), 2003.

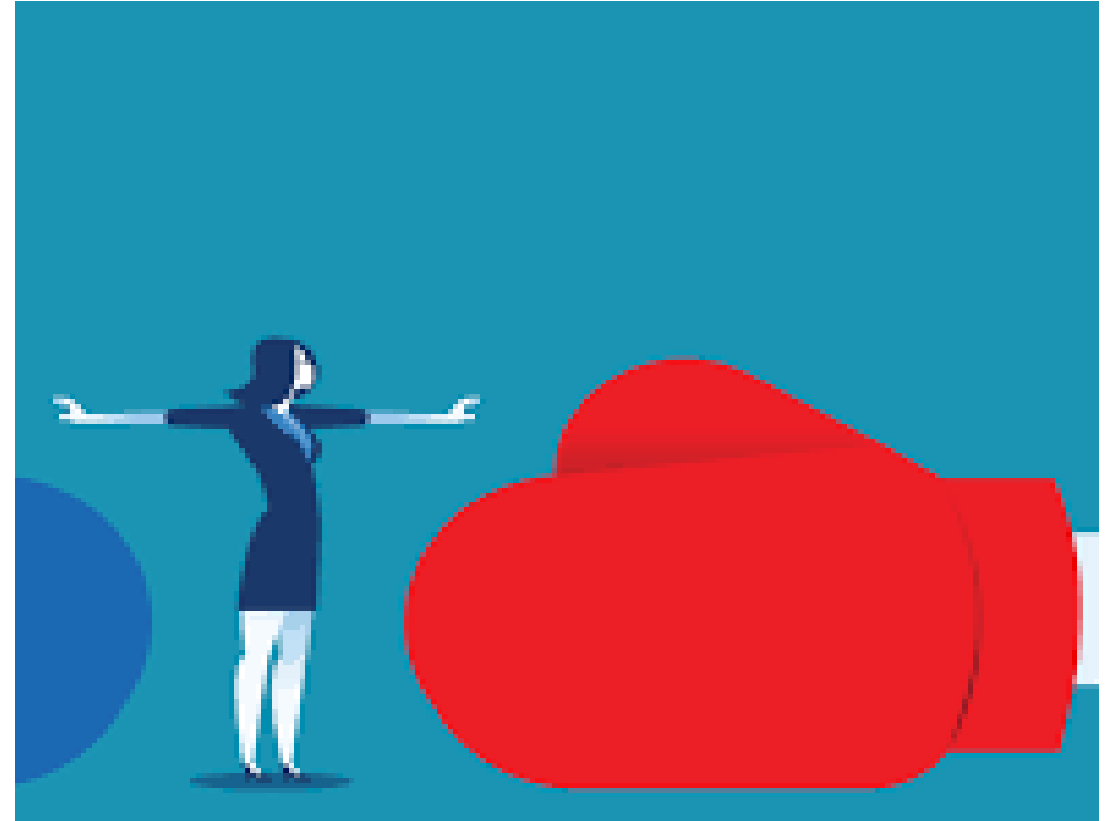
# PRINCIPLES OF CONFLICT MANAGEMENT

- Respect
- Clear Communication
- Appropriate Enforcement
- Truth
- Knowledge



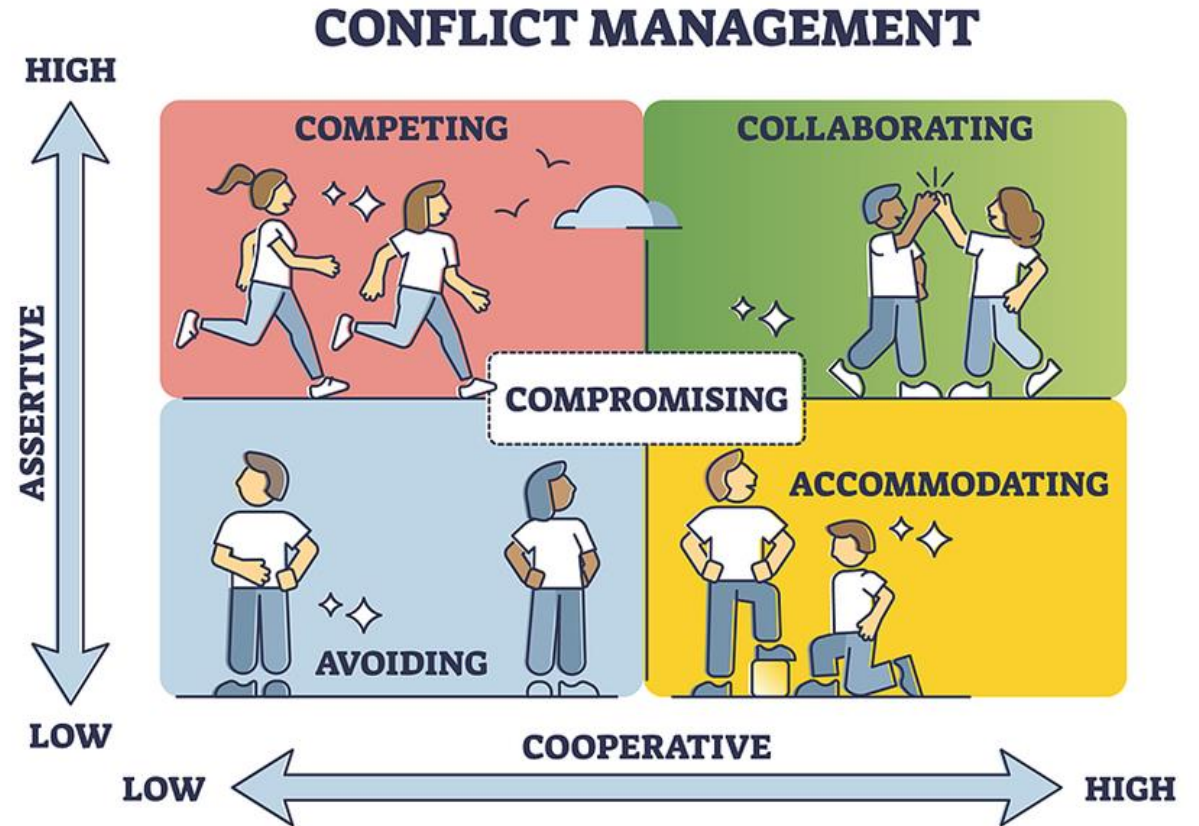
# PRINCIPLES OF CONFLICT MANAGEMENT

- Acknowledge the Problem
- Gather Necessary Information
- Set Guidelines
- Keep Emotion Out of the Discussion
- Be Decisive



# APPROACHES TO CONFLICT MANAGEMENT

- Accommodating
- Avoiding
- Collaborating
- Competing
- Compromising





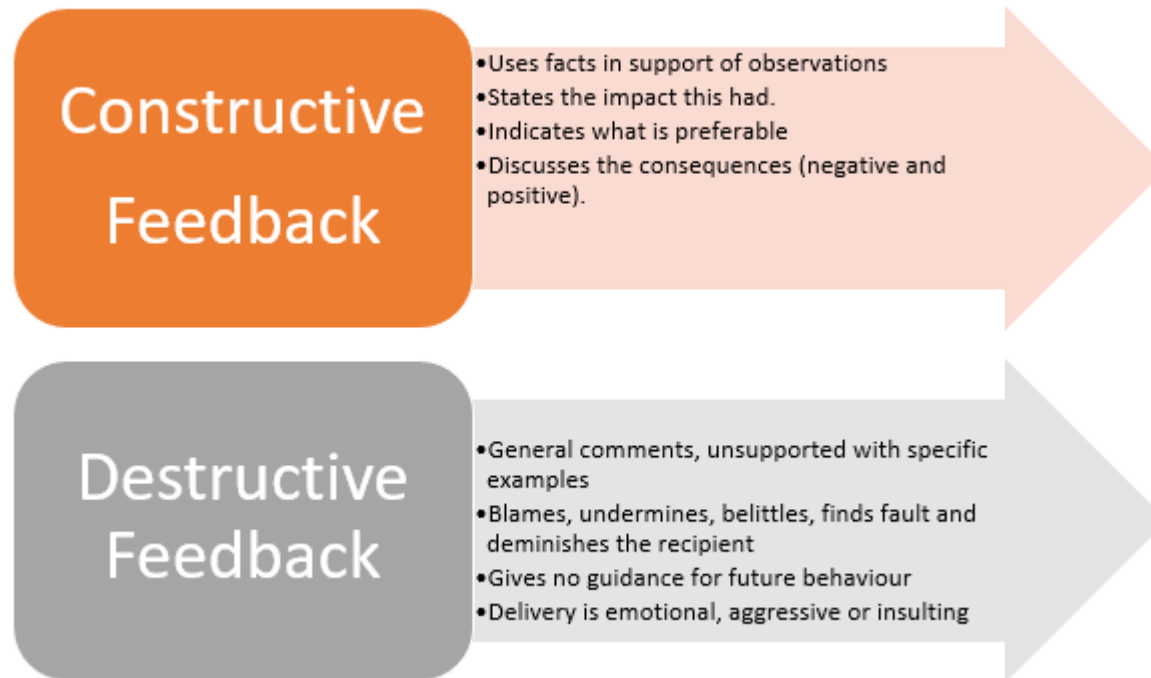
# CONFLICT MANAGEMENT

- Constructive
- Destructive Conflict
- Discipline



# STRATEGIES TO PREVENT OR LIMIT CONFLICT

- Receiving and Giving Constructive Feedback



# STRATEGIES TO PREVENT OR LIMIT CONFLICT

Constructive feedback should be:

- **Specific** (focus on particular behaviours, not the person),
- **Balanced** (include positives along with areas for improvement),
- **Timely** (given as soon as possible after the observed behaviour),
- **Respectful** (delivered in a private and professional manner).

## *Example of Giving Feedback:*

Instead of saying, "You're always disorganised," say, "I noticed the patient files were not completed yesterday. Let's discuss ways to help manage the workload more effectively."

## **Example of Receiving Feedback:**

When receiving feedback, it is important to listen without interrupting, ask clarifying questions if needed, and thank the person for their input—even if the feedback is difficult to hear.

# REFERENCES

- Berman, A., Snyder, S., & Frandsen, G. (2022). *Kozier & Erb's Fundamentals, Processes, and Practice* (11th ed.). Pearson.
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