

# Conflict Resolution

## 1 NCS1102 WORKBOOK ENTRY

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In the following scenario Kate, the nurse, is displaying a different style of conflict resolution in each paragraph. Your task is to identify the style that is being displayed and explain what the characteristics of this style are. You can use your ILA, lecture notes, books and literature to support your answer however it is essential that you paraphrase. No referencing is needed in this activity. You will need to listen to the ILA from week 8 to identify the different conflict resolution styles.

This activity is to be completed in an audio file. Instruction for completing the audio file are in the Workbook Part B folder - 'How to complete an audio recording'.

## 2 SCENARIO

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It is Kate's third 12 hour shift in as many nights. She arrives at work already tired; she did not sleep well because her neighbour's children were playing loudly in the yard next door. Even though this frequently happens, Kate has never talked to the neighbour next door about her need for quiet during the day when she is trying to sleep. She figures it would do no good, so why bother.

She is a few minutes late for her shift since she had to stop for petrol on her way to work. The argument she had with her husband on her iPhone on the way to work is still much on her mind. Why does he always leave the petrol low when she needs to get to work? They have had this argument many times and yet nothing ever changes. Just once I would like to win that argument Kate thinks.

The ED is crowded as usual with the waiting room overflowing. It is going to be another busy night no doubt. A few minutes later as Kate is assessing her patients, Dr. Lane approaches her demanding she come with him to examine a patient. Even though Kate has not finished what she is doing and has not assessed all of her patients, she does not want to upset Dr. Lane who has been known to get very angry when he does not get what he wants. Kate goes along with him, even though she worries that she has not really got a good handle on what her patients are up to.

During the shift Sally, the Roster Manager asks her to pick up an extra shift for the following weekend. Kate replies 'I was planning on going away in the afternoon of that day to start my annual leave, if you can allocate me a 6 hour morning shift I would be happy to fill it for you'.