

Network Session Summary

Session Topic:	I'm Okay, You're Okay: Techniques for Managing Conflict
Session Date:	March 9, 2022
Session Hosts:	Dr. Chris Waller & Michele Hannay
Session Objectives:	<p>At the end of this webinar, you will be able to:</p> <ul style="list-style-type: none"> • Describe the predictable ways people respond to conflict and why our brains are wired this way. • Explain how to navigate difficult conversations to engage in healthy conflict.

Recommended Resources:

- **Clinic Conflict Resolution Norms – [sample](#)**
- **[A Guide to Group Governance Agreements](#)**
- **[Physician Agreement Drafting Instructions](#)**
- **Suggested Reading:**
 - **Crucial Conversations: Tools for Talking When Stakes are High, Joseph Grenny, et al**
 - **Managing Conflict: A Practical Guide to Resolution in the Workplace, David Liddle**

Session Highlights & Themes:

- *Anyone who interacts with other humans is familiar with conflict. A conflict is a situation where there is a perceived threat (whether or not the threat is real).*
- *Because conflicts involve perceived threats to (what our brain sees as) our well-being and survival, they stay with us until we face and resolve them – they tend to fester.*
- *As well, we respond to conflicts based on our perceptions of the situation, not necessarily to an objective review of the facts. Our perceptions are influenced by our life experiences, culture, values, and beliefs.*
- *Conflicts trigger strong emotions, and it's difficult to resolve conflicts well if you can't control those emotions.*
- *Fortunately, conflict can provide a real opportunity for growth. When you're able to resolve conflict in a relationship, it builds trust.*

- *Threat is perceived in the primitive part of our brain – the limbic system. It's goal is to keep us safe and it's the centre of emotion.*
- *Our pre-frontal cortex is where we regulate that emotion and modulate the alarm bells that the limbic system raises.*
- *The goal is to be consciously addressing conflict from the pre-frontal cortex.*
- *With 'social threats', our limbic system's survival modes include fight, flight, freeze or fawn.*

- Another way of looking at conflict is the ‘drama triangle’ which was first described by Dr. Stephen Karpman in the late ‘60s. These are the 3 interactive and dysfunctional roles, or archetypes, we typically play when we’re in conflict.
- It centres around the ‘victim’ who is passive and feels persecuted and powerless.
- The persecutor’s power is expressed with aggression – they’re seen as oppressive, critical, controlling.
- The rescuer feels compelled to help the victim, which sounds noble, but really they feed off being ‘needed’ and ‘above the drama’ when really they’re feeding it by keeping the helpless victim a helpless victim.
- In any given conflict, people can stay in one role, or more typically, they move around the triangle.

Solutions:

- Bring awareness to the drama triangle, and then ‘flip’ it to become the ‘empowerment triangle’.
- The Victim becomes the Creator who knows they’re capable of taking responsibility for creatively solving their own problems.
- The Persecutor becomes the Challenger who uses their assertiveness to offer constructive challenge to help others develop and encourage organizational growth and learning.
- The Rescuer becomes a Coach who cares and listens and empowers others to find their own way through their challenges.

Prepare to initiate a conflict resolution conversation by asking yourself:

- What’s the real issue. What’s at stake?
- What are my goals for this conversation?
- How do I want to feel?
- How do I want the other(s) to feel?

Strategies when on the ‘receiving end’ of a conflict by:

- Asking yourself: What else could this be about?
- Getting curious – not defensive
- Validating their perspective
- Then, sharing your perspective

Session Statistics

Total Physician Participants	North Zone Physician Participants	Edmonton Zone Physician Participants	Central Zone Physician Participants	Calgary Zone Physician Participants	South Zone Physician Participants	PCNs Represented
25	10	4	2	5	4	16