CRUCIAL CONVERSATIONS IN THE WORKPLACE
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Speakers
Seena L. Haines, PharmD, FAPhA, FCCP, FASHP, FNAP, BCACP, RYT®
Professor and Chair, Department of Pharmacy Practice
The University of Mississippi School of Pharmacy

Jenny A. Van Amburgh
Clinical Professor, Assistant Dean for Academic Affairs, Residency Program Director
Northeastern University, Bouve College of Health Sciences – School of Pharmacy

CONFLICT OF INTEREST
Seena Haines and Jenny Van Amburgh have no conflicts of interests to disclose

Session Roadmap
1. Identify common causes which can lead to conflict.
2. Determine participant’s conflict style, given a case scenario.
3. Examine participant’s experience regarding conflict resolution.
4. Evaluate a conflict situation and explore possible step-by-step approaches to manage the conflict.

Common Myths About Conflict in the Workplace
- Result of poor management/difficult people
- Indicator of low concerns for the organization
- Conflict and anger are negative and destructive

Common Myths About Conflict in the Workplace
- When it (conflict) surfaces, MUST be resolved immediately
- If left alone, will resolve itself

Conflict is personal and...
Common Myths About Conflict in the Workplace

What Can Lead to CONFLICT?
■ Communication failure (assumptions and expectations)
■ Personalities / generational differences / cultural
■ Value differences / being tested / core values not met
■ Skills and ability deficiencies
■ Ineffective organizational systems / structure
■ Lack of cooperation
■ Competition for resources
■ Dissatisfaction with administration
■ Lack of openness and transparency
■ Emotions hijacking conversations / feeling loss of control

Personalities → Conflict Situations

Prevent the Conflict Spiral

Resolve conflict by aiming for:
• Communication
• Negotiation
• Consolidation

See Worksheet
Promote Self-Awareness

Style Matters
Krepsill
TKI
Thomas-Killman

Other Key Resources

- Johari Links
  - Understanding the use: http://www.selfawareness.org.uk/news/understanding-the-johari-window-model
  - Online tool: https://kevan.org/johari
- Meyers Briggs Type Indicator (MBTI)
  - https://www.themyersbriggs.com/mbti
- Imposter Syndrome

Recipe to Manage Our Emotions

Hear the person out (LISTEN)
Empathize (ACKNOWLEDGE YOUR HEARD)
Ask questions (CLARIFY UNDERSTANDING)
Take Action (MOVE PROBLEM FORWARD)

7 Practices of Servant Leadership

- Promote self awareness
- Listen effectively
- Develop colleagues
- Coach not control
- Unleash energy and intelligence of others
- Have foresight
- Change the paradigm

References