

Mastering Workplace Conflict: Keeping Your Practice a Battle-Free Zone



The Prima Donna? The Queen Bee? The Whiner? The Pot Stirrer?
Personalities shape the character of the practice and can create conflict.

Failure to promptly identify and resolve destructive workplace dynamics can jeopardize a practice and lead to legal action.



Conflict occurs in every workplace. Most often it is caused by personality factors erupting in a war of egos. Conflict takes its toll on practice owners and team, and it can affect the way patients are treated. Conflicts often result in a lack of personalized attention and a reduction in the quality of patient care (and patients DO sense the tension in the air!)

The way leaders handle conflict can make the difference between having a successful, thriving practice, or practicing in a stressful combat zone with high turnover and low morale. When left unresolved, conflicts can also result in costly suits and claims.

Learning Objectives:

- Identify why some conflict is good and how to channel it to lead to positive outcomes.
- Understand how to develop clear and consistent policies that make all employees accountable.
- Assess individual personalities and understand how they react to / resolve conflict.
- Learn how to develop Team Agreements to avoid future unhealthy conflict.
- Identify the warning signs of destructive conflict so you can successfully mediate conflict and avoid escalation.
- How to understand the stressors and motivators for different personality types so that you can reduce the cause of conflict.
- Understand the laws and EEOC regulations to avoid legal land mines.
- Determine when you can deal with conflicts internally, and when you need to get professional help and / or legal advice.
- Know how to spot the five situations most likely to lead to a costly lawsuit.

Unresolved workplace conflict disrupts workflow, decreases productivity, and increases absenteeism.

Objective Elements:

Identify the legal land mines to avoid when dealing with workplace conflict. Learn management responses that can be considered unlawful discrimination and harassment, and explore ways to minimize liability for actions taken by you and your management team.

Subjective Elements:

Learn the different employee personality types and how they can shape the character of the practice. Gain the management tools needed for conveying your practice's unique set of traits, beliefs, culture and expectations. Explore conflict resolution techniques that work best with your practice and with each employee type.

Suggested Attendee:

Dentists, Physicians, Administrators and Management Team

Suggested Length:

Full or Partial Day

Suggested Format:

Lecture, Workshop, Keynote



masterseriesseminars.com

Leigh Olson
720-233-0574

Leigh@mss.work

Judy Holmes, JD
303-781-6858

Judy@mss.work