

Evidence of IIIA5

MANAGEMENT AND LEADERSHIP SKILLS- IN MHA 5480- CURRENT MEASUREMENT FOR STUDENT LEARNING OBJECTIVES:

SLO 2: Negotiation Skills

- **SLO 2, Measure 1:** (written assignment) Students enrolled in MHA 5480 will be given a scenario where a conflict exists within a company. Students will be asked to assess the conflict and write a strategy for resolution. The students will be assessed in the types of negotiation skills and the written presentation of such skills within the paper. The assessment will be a rubric created by the instructor based upon the negotiation tools presented in the course textbook titled: Interpersonal Conflict. MHA 5480 is only offered in the Summer term. It is a required course for all MHA students. The course is taught by Dr. Blake Hendrickson who will be responsible for collecting the data.

This is a Conflict Management Case Study assignment from 2022-2023/ Required by groups to develop a presentation. The assignment is detailed below.

THE CONFLICT

The current conflict involves two individuals, Kimberly and Jade. Kimberly is a nurse and Jade is a nurse manager. The conflict is based on individual matters and involves the problem of role assignment within the professional medical setting. The conflict originated two weeks ago and developed at a fast pace. Therefore, I believe that several crucial steps should be taken to mitigate the effects of this conflict and adverse outcomes characteristic of the role conflict. This paper dwells on the details of the conflict between Kimberly and Jade and describes the stages of the conflict. I review several conflict resolution strategies that can be used in this situation and pick the best one based on the available evidence. In the end, I reach the verdict concerning the overall complexity and impact of the conflict in the nursing environment.

Details of the Conflict

The background of the conflict involves several situations where Kimberly allegedly took on the role of the nurse manager without Jade knowing it. Overall, the relations between the two were not perfect, and Kimberly's behavior and

choice of words had a substantial impact on the situation. Jade did not know that Kimberly played the role of the nurse manager at the facility in her absence and did not expect that anyone would behave so unprofessionally. Kimberly made some questionable decisions and talked to other employees at the hospital rudely. She said inappropriate things to her colleagues and even several patients. It is also important to mention Jade's attitude as she decided to resolve the conflict in a peaceful manner even though she was very displeased with how things were going.

Stages of the Conflict

If we divide the conflict into stages, there will be six key stages that Kimberly and Jade's conflict will go through. First, it is the transition from the latent conflict to the conflict emergence (which has already happened). Second, the nurse and the nurse manager went through the escalation of the conflict due to the misunderstanding between the two and Kimberly's inappropriate behavior. The third stage is called the stalemate. Jade was hurt by Kimberly's individual and professional decisions which resulted in the climax of the conflict. The fourth stage of the conflict is the period of negotiation. Despite everything, Jade chose to resolve the issue and go on. The two last stages are dispute settlement and peacebuilding which happens after the conflict is over. I believe that the current conflict between the nurse and the nurse manager will end peacefully, but most probably a disciplinary action will be taken against Kimberly.

Assignment:

Conflict Resolution Strategies

What strategies are possible for this conflict? Look at each one and list the pros and cons of each. Prepare a PowerPoint or other type of presentation that describes these and finally a conclusion

Conclusion

How do you suggest handling this conflict? Is there a strategy that would work best? Is there a combination? Is there a strategy that you would not recommend?

This assignment should be at least 15 to 50 slides or an essay of 5 to 9 pages.

You may reiterate the conflict as part of the paper or PowerPoint

This represents the following management and leadership competencies in these areas:

General Management

Strategic Management

Other assignments covered these, as well as Project Management