Building Your Credibility and Team Skills: Overcoming Common Obstacles that Teams Encounter

Any worthwhile project will encounter obstacles along the way and these obstacles often create conflicts. Managing and/or resolving conflicts effectively includes a variety of skills and strategies that build on what you have learned to date. These include:

- Listening and empathizing with another's viewpoint

- Bringing disagreements into the open and de-escalating the situation

- Orchestrating win-win solutions by finding resolutions that each side can embrace

- Staying engaged with the process of managing your own performance in the midst of conflict while holding each other accountable to the rules of engagement

This CE course is relevant to nurses and healthcare professionals.

Episode 1 – Individual Sources of Conflict

How to respond when your personal or professional identity is threatened, wounding your ego or self-esteem.

- Ego or concept of self is threatened

- Personality

- Identity

- Intimate relationships

- Misperceptions of other's beliefs, worldview, or abilities as flawed

- Perspectives

- Education

- Position and role

- Race, culture, nationality

- Religion

- Politics

- Economics, class, society

- Resources

- Low psychological capital related to hope, resilience, or optimism

Episode 2 – Interpersonal Conflict

How to respond to, and manage, a situation where you feel a team colleague is minimizing your contributions to the team.

Here is another long list of potential sources of conflict that come from interpersonal dynamics:

- Communication breakdown

- Absence of timely or specific feedback

- Unclear expectations around task completion or information

- Power differentials in positions, roles, or expertise

- Stereotyping

- Stigmatizing

- Treated disrespectfully

- Lack of support

- Lack of trust

- Lack of fairness

- Reporting to multiple managers

- Leader's management style

Episode 3 – Organizational Conflict

How to navigate and respond to conflicting and/or competing goals within the organization and team

The third source of conflict can come from the organization itself and can include:

- Workflow complexity

- Task-based procedures, policies, standards

- Loose-tight controls

- Task assignments

- Time pressures, job stress, overtime, and/or staffing and scheduling

- Accountability and decision-making processes

- Role ambiguity

- Competing goals

Guest

Kathy A. Scott, PhD, MPA, RN, FACHE

- Partner and Co-founder of L3 Fusion LLC
- Holds a PhD in Healthcare Administration and Organizational Systems
- Holds a master's degree in Public Health Administration
- Multiple Chief Executive roles in healthcare systems
- Her doctoral research served as the science behind the Amazon best-selling book she co-authored, "Stupid Gone Viral – When Science and Reality Collide."

Guest

Bridget Sarikas

- Partner and Co-founder of L3 Fusion LLC
- Co-author of the Amazon best-selling book, "Stupid Gone Viral – When Science and Reality Collide"

- Focused on transformational leadership that helps individuals and organizations maneuver through the chaos and complexity of today's organizations and move to a healthier way of living, leading, and learning.

Host

Leana Delle McGuire, BS, RN
- Extensive expertise with leadership development and executive coaching
- Best-selling author
- TEDx speaker
- Expertise in content development, visual performance, speaking, and podcast hosting

References

Delizonna, L. (2017, August 17). High performing teams need psychological safety. Here's how to create it. *Harvard Business Review*. Accessed at High-Performing Teams Need Psychological Safety. Here's How to Create It (hbr.org)

Edmondson, A. (2019). *The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth*. Hoboken, NJ: Wiley & Sons.

Gino, F. (2019, November-December). Cracking the code of sustained collaboration. Six new tools for training people to work together better. *Harvard Business Review*, 73-81.

Lacerenza, C., Marlow, S., Tannenbaum, S., & Salas, E. (2018). Team development interventions: Evidence-based approaches for improving teamwork. *American Psychologist, 73*(4), 517-531.

Scott, K., Sarikas, B., & Bessler, C. (2020). *Stupid Gone Viral – When Science and Reality Collide*. Great Britain: Rethink Press.