

Improving the performance of clinical teams through the effective management of conflict

Managing conflict in the NHS

A one day programme for senior clinicians on managing disruptive behaviour

With increasing accountability and devolved decision making to clinical leaders, the responsibility for people management creates a number of challenges. There are individuals who cause consistent problems for other people they work with and directly contradict the values of the organisation and of the behaviour laid down by the GMC.

Dealing effectively with the disruptive behaviour of colleagues is critical given the potential of getting it wrong, i.e. the cost, the impact on performance, risk to reputation and the impact on morale and staff health and wellbeing.

Clinical leaders are often reluctant to tackle these issues, for many reasons including;

- **Will they be fully supported by the organisation if the situation becomes more complex?**
- **Will they be able to manage a possible counter claim of bullying or racism from the consultant whose behaviour they are challenging?**
- **What will happen when their current lead role changes and the consultant they have challenged is a colleague?**

Because of our experience in supporting NHS organisations with these complex issues we understand that providing Clinical Leaders with the right level of support to give them the skills and confidence is critical.

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We have established a one day programme with the following purpose;

- To develop a shared understanding of the various costs of disruptive behaviour to the organisation
- To clarify the rights and responsibilities of clinical leads in their service area
- To identify and practice the skills and approaches needed to conduct “difficult conversations “
- To create a network of senior clinicians who can develop a more strategic approach to this problem as well as provide support and guidance to others

The morning is spent in discussion and clarification with some case studies and a presentation on the costs of disruptive behaviour which we would make specific to your organisation. Proven frameworks for these discussions are presented.

The afternoon is given over to some in depth practice of the process and relevant skills, led by some highly experienced professional role players. By the end of the day, clinical leaders will feel more able through increased understanding and gaining practiced skills to manage these most challenging issues.

“I strongly support Caja’s work and know that they will use their skill and diplomacy in this difficult and important area, which has huge impact on successful team work and management, in all areas affected by conflict. I personally gained a huge amount of skill and knowledge from Caja, which I have used in many situations since.”

Consultant Radiologist and Honorary Reader
Large Specialist NHS Trust

Please Note: - We are happy to design individual, on site courses for organisations, wishing larger numbers of employees to attend.

**Please contact Jason Burg for further details
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