NWLS

LEARN TO LEAD

Tips and tricks to develop your leadership skills

Overview

Interactive Scenario

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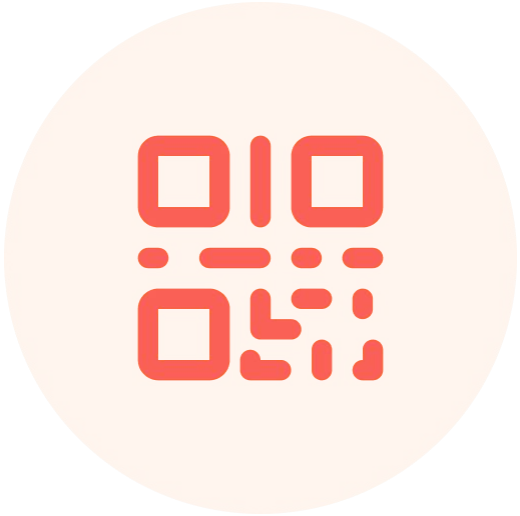

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Interactive Scenario

In the morning…

- You are the CT2 doctor on a respiratory ward. You are the most senior doctor in work today due to staff illness. You are very busy seeing new admissions that came in overnight and ask the FY1 to take blood tests for a stable patient (Mr Smith).
- It was documented from the consultant ward round yesterday, that if Mr Smith's blood tests are normal today he can be discharged. The patient is aware of the plan and is looking forward to going home. The bed managers have already assigned this bed to a new patient.

In the afternoon…

- You look around the ward and realise that Mr Smith is still on the ward. You check the blood results, and they are not back. You approach the FY1, who says that she had lots of jobs so delegated taking the bloods to the nurse looking after Mr Smith. The nurse is adamant that he never received that message. The FY1 spoke to him briefly during the drug round but he does not recall being asked to take bloods.

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What leadership skills does the CT2 demonstrate?

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How could the leadership be improved in this situation?

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Which of these demonstrates good leadership skills?

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Leadership Tips

- Delegate tasks appropriately
- Ensure all team members know their role, introduce by name
- Consider body language and tone of voice
- Use closed loop feedback
- Self awareness/reflection – continual improvement

The next day…

You notice that the FY1 and the nurse are no longer communicating well with each other. The nurse does not engage with the FY1 avoiding eye contact and speaking to other doctors instead. You are concerned that the team is not functioning well.

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What are the areas of conflict here?

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Cause of conflict within a team

- Poor communication
- Personality issues
- Power dynamics
- Organisational issues
- Incompatible workstyle
- Heavy workload
- Stress
- Unwillingness to help other team members

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How would you resolve this conflict?

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Tips for conflict resolution

- Establish good relationships with team members if possible – start early
- Try to empathise with other people's perspectives
- Consider your body language/tone of voice
- Use of humour can sometimes defuse a difficult situation
- Step away from the environment for a short time if needed
- Managing a conflict in your team:
  - **Before:** you approach the situation – gather information
  - **During:** depends on conflict resolution style
  - **After:** reflect on what could be improved next time

Assertive
High
Competing
In pursuit of your own objectives, you are likely to forcefully assert your opinion and use a power-oriented strategy to resolve conflict in your favor.
Collaborating
To ensure all parties are fully satisfied with an outcome or decision, you are likely to work with others to delve deeply into a conflict to determine underlying needs and wants before resolving an issue.
Compromising
To find an expedient and mutually acceptable solution, you are likely to seek a middle-ground solution, though neither party in conflict may be fully satisfied with the outcome.
Avoiding
For the sake of efficiency, meeting your own goals, or simply to avoid confrontation, you are likely to ignore or circumvent conflict altogether.
Accommodating
To minimize confrontation, preserve relationships, and foster cooperation, you are likely to defer to the other parties in conflict to make a decision.
Low
Cooperative

Take this free quiz to find out your conflict resolution style.

https://www.usip.org/public-education-new/conflict-styles-assessment

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Audience Q&A Session

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