

Crisis Response Training

*Providing Support for Health Care Staff
in Crisis Situations*

Topic: Conflict Resolution



Conflict Resolution

Presented by



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What is Conflict?

A real or perceived misalignment
of needs and/or interests
between
two parties





Conflict Resolution Options

**I Get
What I
Want**

Thomas-Killman Model

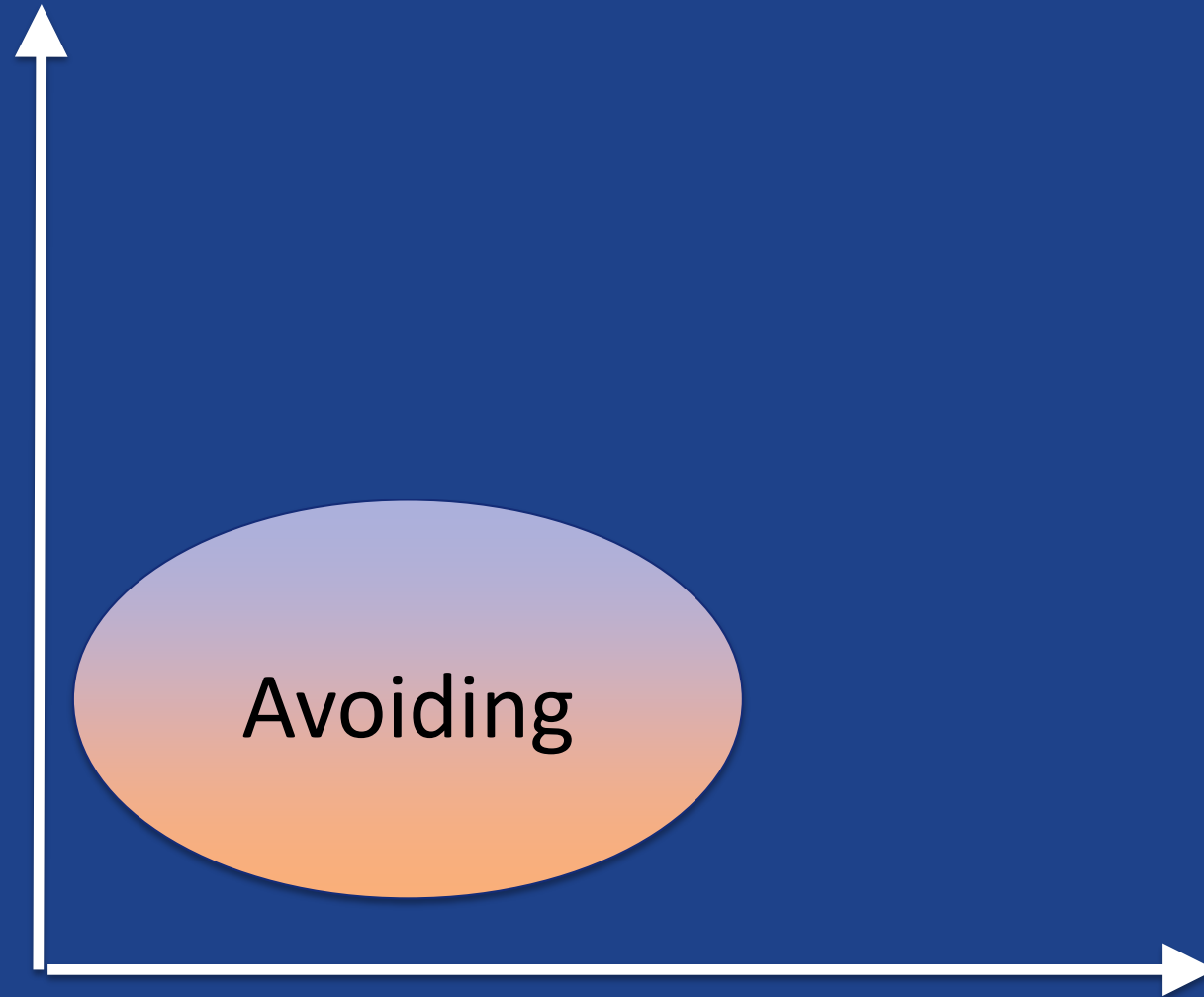
They Get What They Want





Conflict Resolution Options

**I Get
What I
Want**



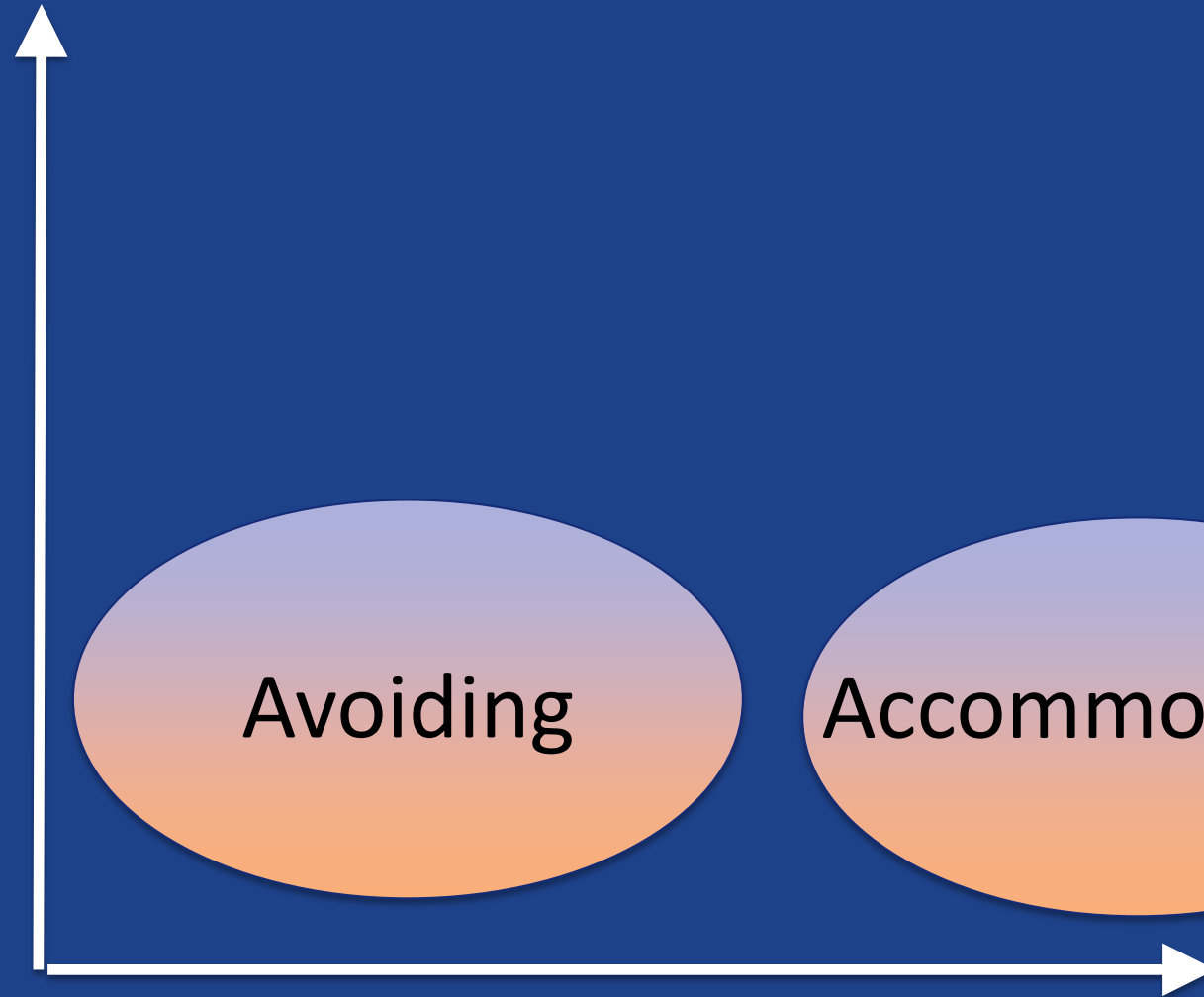
Avoiding

They Get What They Want



Conflict Resolution Options

**I Get
What I
Want**



Avoiding

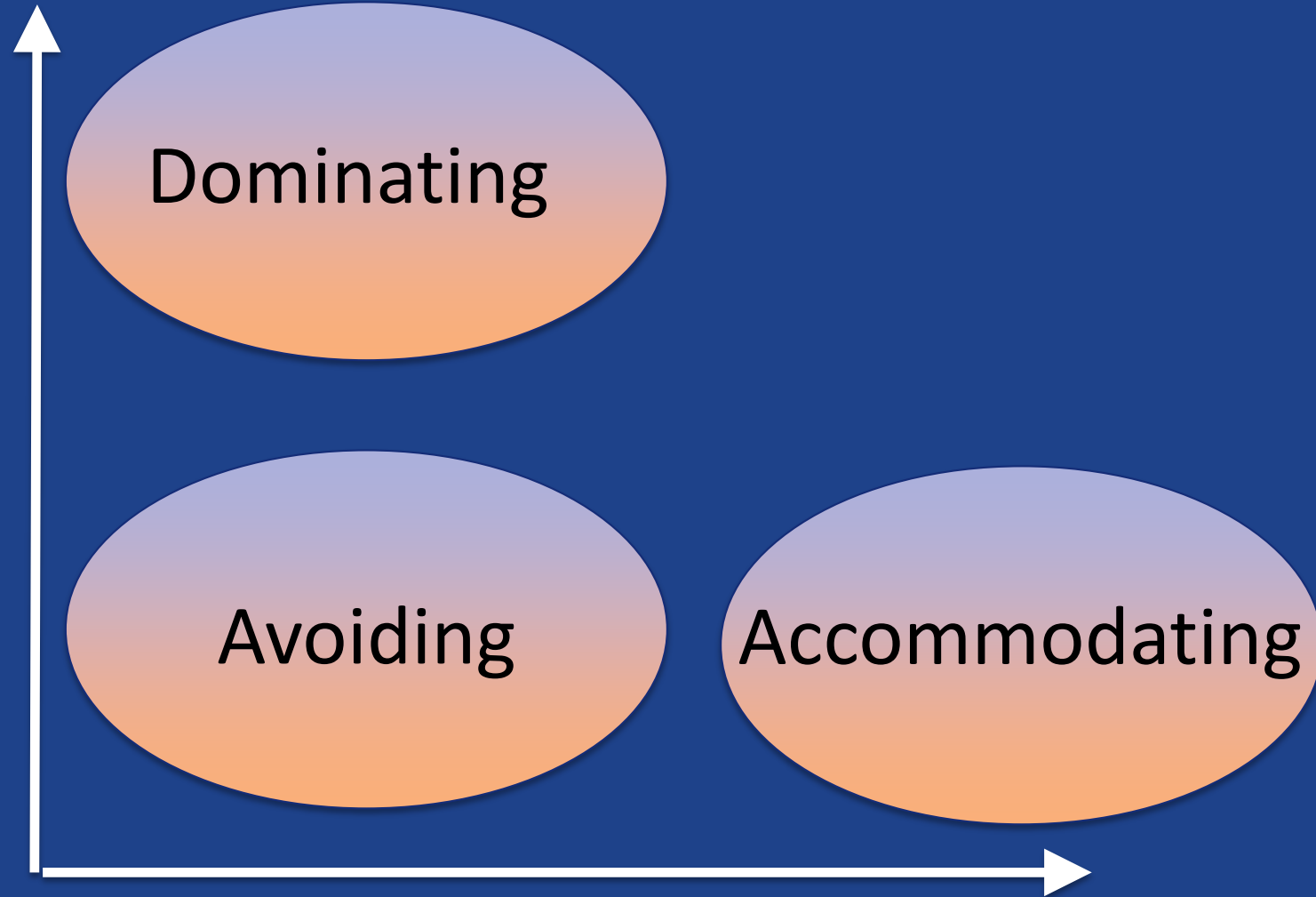
Accommodating

They Get What They Want



Conflict Resolution Options

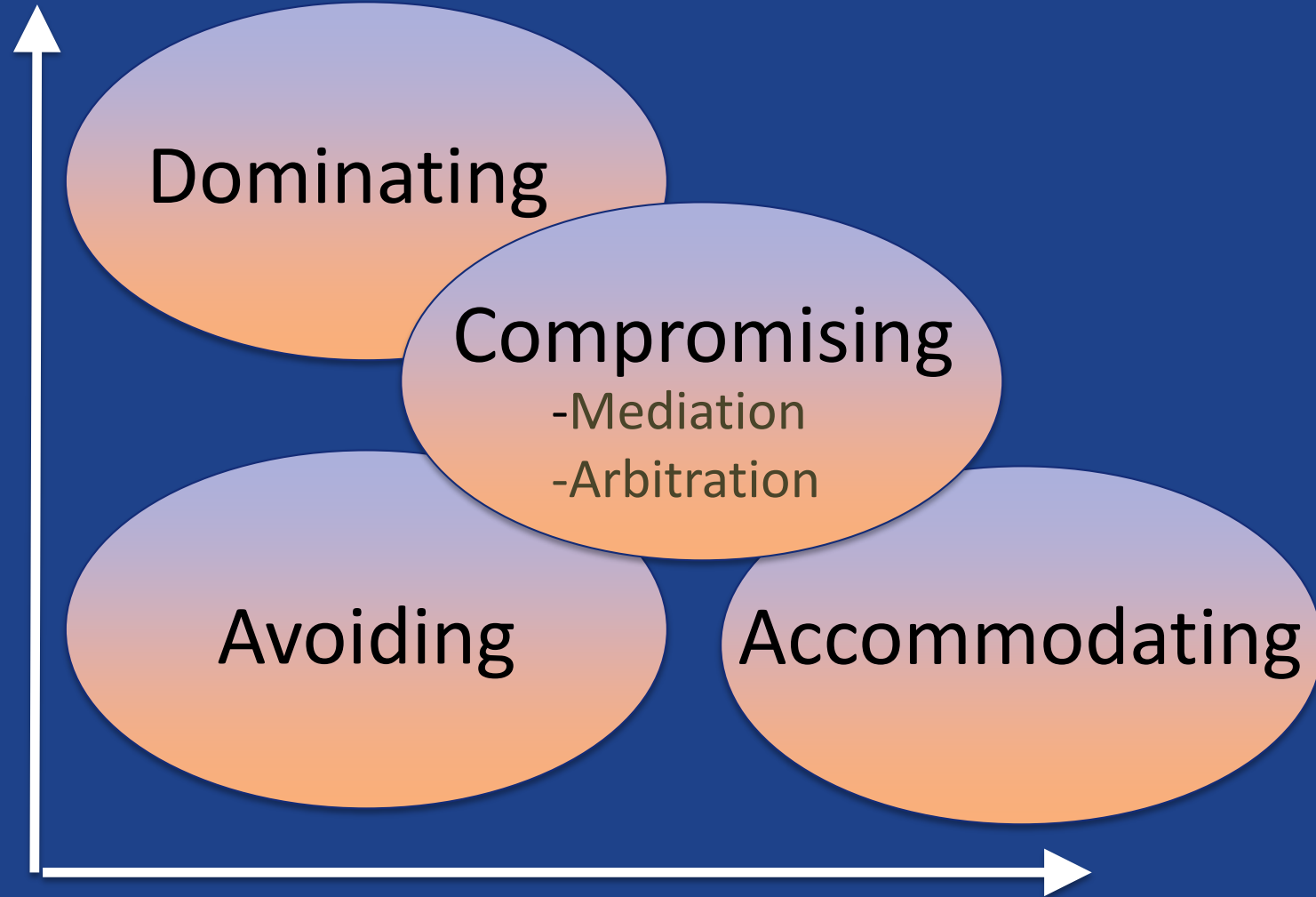
**I Get
What I
Want**



They Get What They Want

Conflict Resolution Options

I Get
What I
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They Get What They Want

Conflict Resolution Options

I Get
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They Get What They Want



Anger and Frustration





60 second experiment



•Thoughts Trigger Emotions

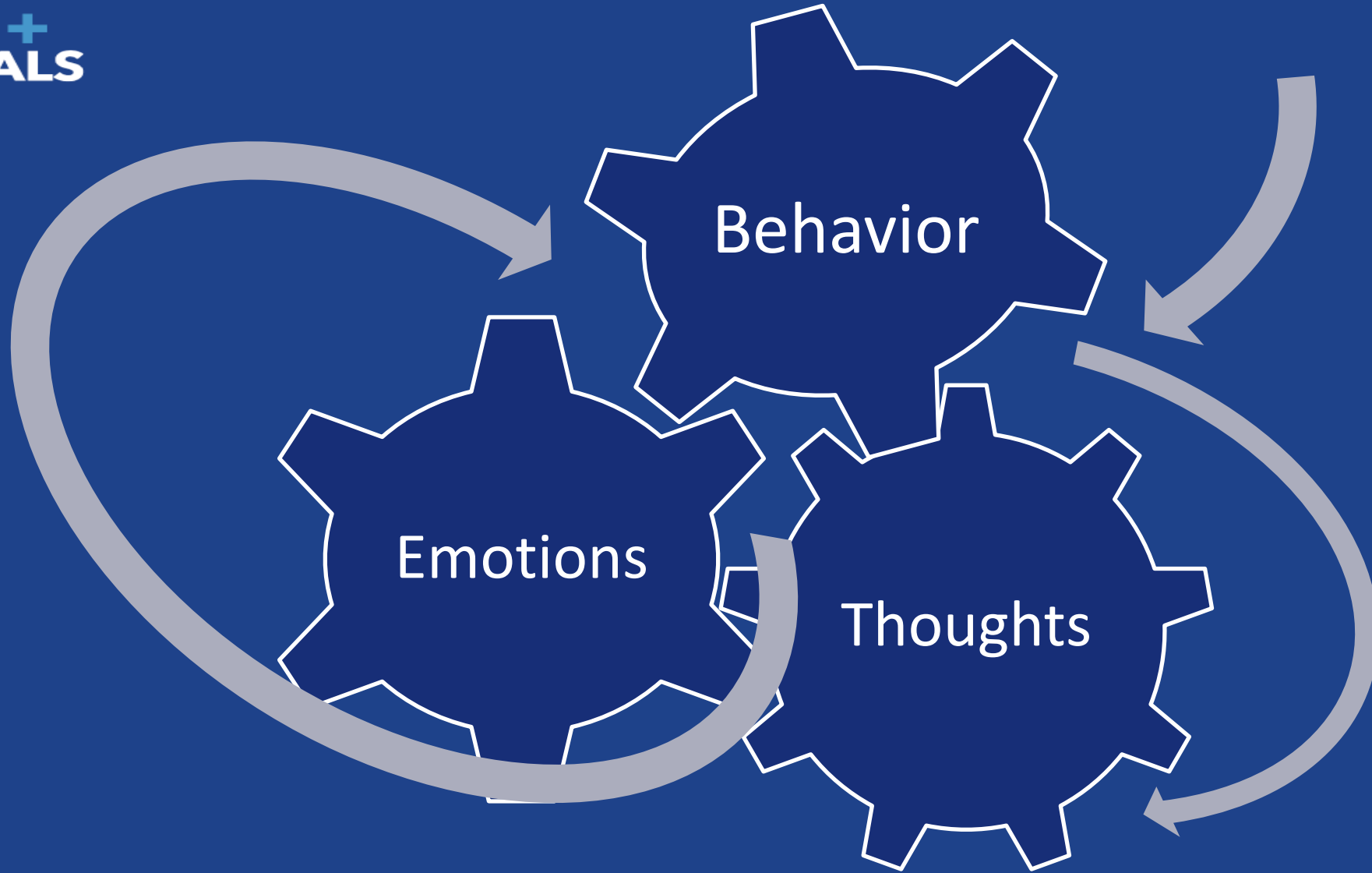


•Emotions Trigger Actions



•Actions Trigger Results





Anger is Directional

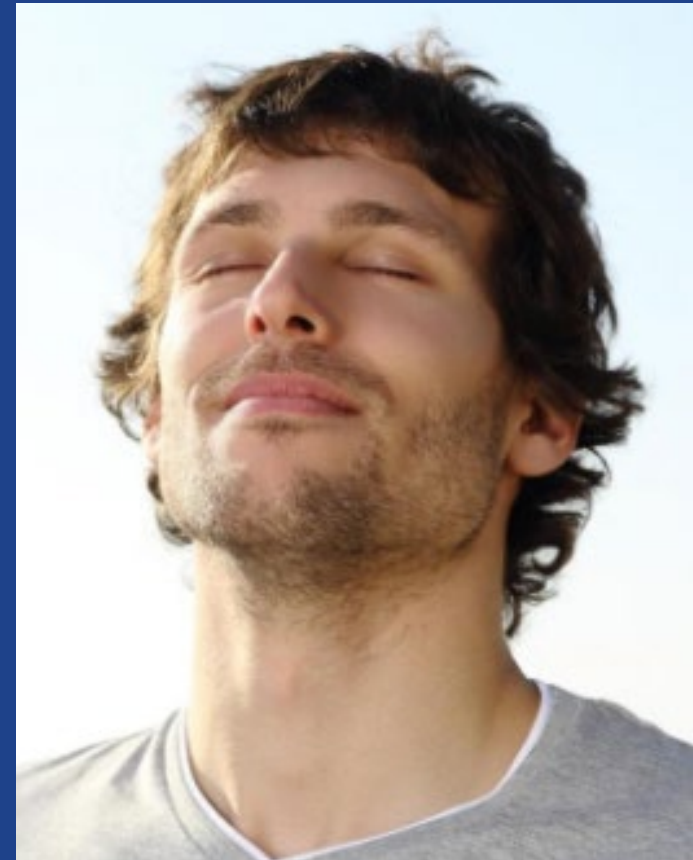
4 Steps to Manage Self Anger





4 Steps to Manage Self Anger

1. Take a deep breath



4 Steps to Manage Self Anger

2. Recognize
the
anger



Symptoms of Anger

- Heart starts pounding
- Breathing becomes faster and shallower
- Suddenly feeling hot or chilled
- Face feels flushed
- Head or neck pain
- Stomach distress
- Grinding teeth
- Pacing or fidgeting
- Muscle tension in arms, back, neck, or shoulders
- Clenching jaw and/or fists

4 Steps to Manage Self Anger

3. Ask Yourself.....



4 Steps to Manage Self Anger



4. Change
your
thoughts



Change your self-talk



Angry Situations



4 Things That Will Make It Worse

Things That Make It Worse

1. Don't take it **Personally**
2. Avoid asking them to **Calm down**
3. Don't **correct** them
4. Don't **"One-up"** them





5 Things That Will Make It Better

Make It Better

1. Make certain of your own safety
2. Show concern, show you care
3. Show mutual purpose, you want to help
4. Resist talking too much (listen more)
5. Focus more on Facts not Feelings



Active Listening

L.E.A.N.

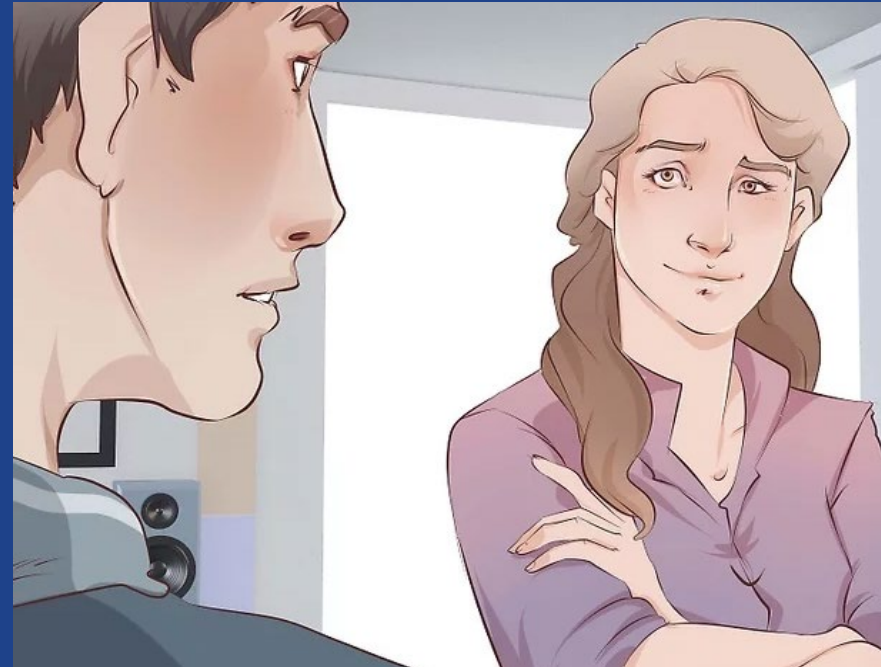
Lean in



Active Listening

L.E.A.N.

Lean in
Eye contact



Active Listening

L.E.A.N.

Lean in
Eye contact
Ask Questions



Active Listening

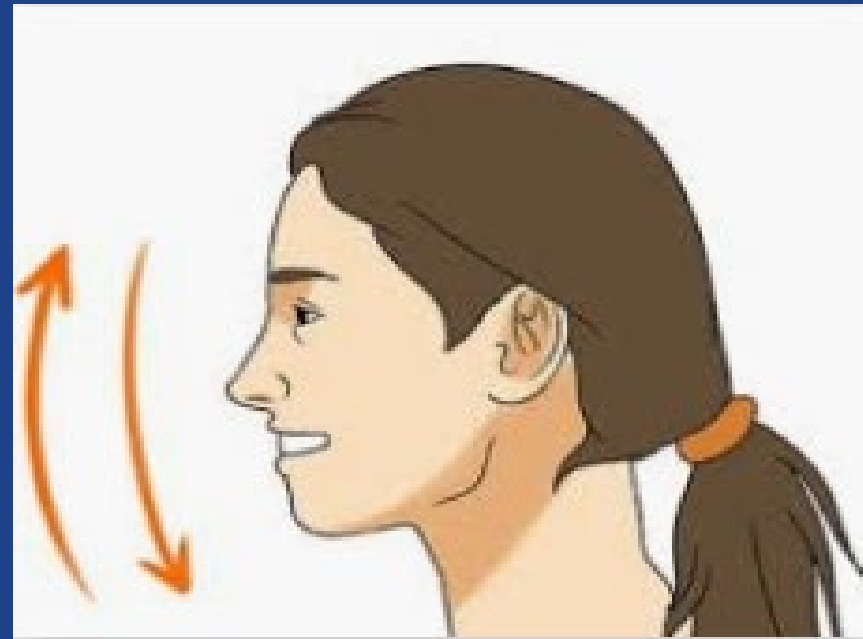
L.E.A.N.

Lean in

Eye contact

Ask Questions

Nod



Read Body Language

1. Look for their eyes
2. Furrowed Brow
3. Hand gestures
4. Overall body posture





**Most Important:
Take Care of You!**

Hormones

Angry

- Cortisol
- Adrenaline

Feel Good

- Endorphins


6 Benefits of a Good Night's Sleep

by @inner_drive | www.innerdrive.co.uk


Better
Concentration


Better Memory
and Recall


Aids Creativity


Helps You Make
Better Decisions


Reduced Focus
on Negative Things


Stronger
Immune System





Take care of yourself

Available Help

Anonymous Support Hotlines for all NYC H & H employees



COVID 19 SYSTEMWIDE SUPPORT HOTLINE

646-815-4150 *Monday – Friday, 9:00am – 3:00pm*
**Hours may be extended upon demand*



<https://www1.nyc.gov/site/olr/eap/eaphome.page>

Make an appointment by phone or email
250 Broadway, 28th Floor, New York, NY 10007
(212) 306-7660
eap@olr.nyc.gov



<https://nycwell.cityofnewyork.us/en/>

Free anonymous service for NYC residents
Available 24/7/365
Call or Text anytime.
English: 1-888-NYC-WELL (1-888-692-9355), Press 2
Call 711 (Relay Service for Deaf/Hard of Hearing)
Español: 1-888-692-9355, Press 3
Text WELL to 65173

Resources/Credits

The Basics of a Healthy Mind

<https://www.betterhealth.vic.gov.au/healthyliving/healthy-mind>

Workplace Conflict in the ED for Nurses

<https://ed-areyouprepared.com/professional-issues/dealing-with-workplace-conflict/#db1e31022fe25d7f5>

Resources to help you manage your thinking in crisis

<https://thelifecoachschool.com/handlingchaos/>

Minute Therapist

<https://www.psychologytoday.com/us/blog/the-minute-therapist/201610/minute-therapist-guide-managing-anger>

What is Conflict Management

<https://pollackpeacebuilding.com/>

Resources From NYC Health & Hospitals

Please visit our COVID-19 Guidance and Resources page at:
<http://hhcinsider.nychhc.org/sites/COVID-19/Pages/Index.aspx>

To request emotional or psychological support, go to:
<http://hhcinsider.nychhc.org/sites/COVID-19/Pages/COVID-19.aspx>

For more resources, please visit Employee Resource Center at:
<http://hhcinsider.nychhc.org/corpoftices/erc/Pages/Index.aspx>

Next Presentation Schedule is found on Intranet at Covid-19 Guidance and Resources

Home	 <p>COVID-19 Guidance and Resources</p>
Clinical Guidance	
PPE Guidance	
Employee Resources	
Training Resources	
For Patients & Community	
Emotional Staff Support Resources	
Crisis Response Just-in-Time Training and Schedules	
Frequently Asked Questions	
Ventilator Resources	
Messages of Hope	

**CLICK HERE TO REQUEST
EMOTIONAL OR
PSYCHOLOGICAL SUPPORT**



**CLICK HERE TO ACCESS
CRISIS RESPONSE
JUST-IN-TIME TRAINING
AND TRAINING SCHEDULES**



**PERSONAL PROTECTIVE
EQUIPMENT HOTLINE**
FOR ALL NYC HEALTH + HOSPITALS EMPLOYEES.



[Click here to go to the topic schedule](#)

Thank You

Questions or concerns, please contact us

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