

DECREASING DIALYSIS PATIENT-PROVIDER CONFLICT (DPC)

“Six Steps to Resolving Conflict”

Step 1: Share your feelings.

- Focus on describing how you feel about the situation or the other person’s behavior.
- Use “I” statements.
- You cannot work toward a resolution if you don’t understand how the other person feels.

Step 2: Define the problem.

- Determine if the situation is a disagreement, a misunderstanding, or a conflict of interests.
- Both of you may see a different problem, so the conflict cannot be resolved until real problem is brought to the surface.
- Describe the conflict as a mutual problem.
- Ask the person to state the problem from his or her point of view.
- Restate what you heard. “If I understand you correctly, this is how you see the situation...”
- State the problem from your perspective.

Step 3: Explore options. Look for possible solutions to the problems of both parties.

- Brainstorm solutions; think of ideas together.
- Consult with each other. Don’t dictate.
- Sit beside each other to create a feeling of partnership.
- Start with easy issues, and then move on to more difficult ones.
- Tell the other person what outcome you want and ask what they want.
- Offer to negotiate differences.

Step 4: Select and negotiate one option to work on.

- Both people must agree that the chosen solution is worthwhile.
- Plan how the solutions will be implemented.
- Even if you don’t come to an agreement, agree to work toward a resolution that benefits everyone, and schedule a follow-up meeting.

Step 5: Take action.

- The conflict cannot be resolved unless you put the plan into action.
- Make a commitment to work on it.
- If you run into trouble, don’t stop working on your plan until you get back together to review progress.

Step 6: Get feedback.

- Thank the person for stating his or her concerns.
- Make sure the plan is working and both parties are still comfortable.
- Schedule time to get back together to discuss the specific problem and how things are working.