

# **Conflict Resolution: Attempting to resolve conflicts within the clinical setting**

## **Policy on Conflict Resolution for Students**

**When a conflict arises in clinic between yourself and a peer, you should follow these resolution guidelines:**

- Personally approach your peer for discussion of the problem.
- Carefully consider the nature of the conflict; is it due to your behavior or your peer's?
- Determine a course of action for resolving the issue and set a time frame for improvement.
- If no resolution can be reached, consider bringing the matter to the appropriate authority. If the issue in any way affects the clinic, seek assistance from your preceptor or clinic director. If the issue does not involve the clinic, seek assistance from the Associate Dean of Student Services.

**When a conflict arises in clinic between you and your instructor or clinic director:**

- Personally approach the instructor or director for discussion of the problem.
- Identify the nature of the conflict.
- Determine a course of action for resolving the issue and set a time frame for improvement.
- If no resolution can be reached, consider bringing the matter to the instructor of record for your Patient Care Services clinical course and the Manager of Clinical Education Programs.
- If satisfaction is not achieved, further assistance can be sought from the Associate Dean of Academic Affairs

\*From Patient Care Services Educational Policy and Procedures Manual