



Managing Conflict

Emma Murphy

Patient Feedback Manager,

NHS Dumfries and
Galloway

emma.murphy@nhs.scot

Trigger and Escalation

Relationships are built, maintained and broken by communication.



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Where there are good relationships, there is a **higher tolerance** for issues and when they do arise, they are more likely to be viewed as a **mutual problem** to be solved.



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If problems are addressed effectively, the relationship will be maintained and potentially **strengthened**.



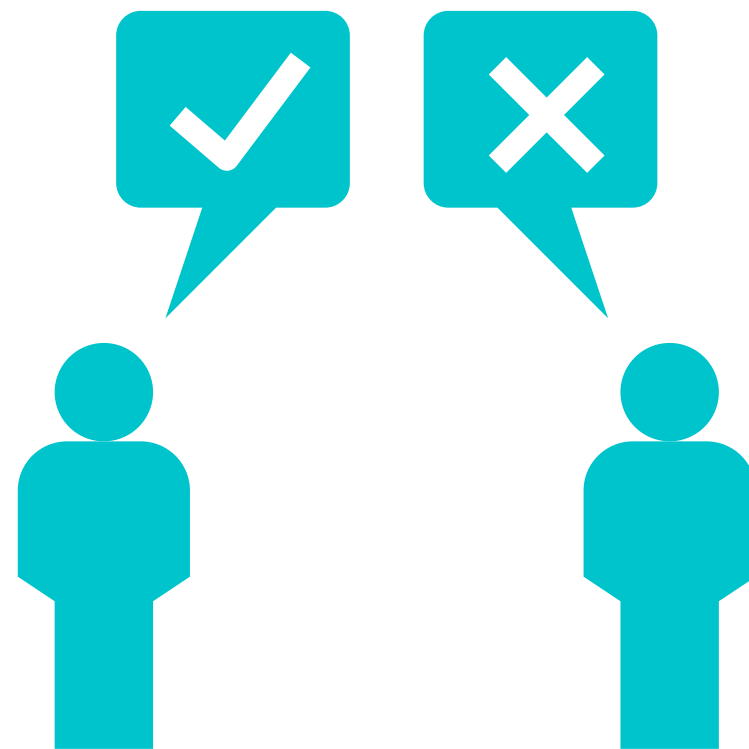
Trigger and Escalation

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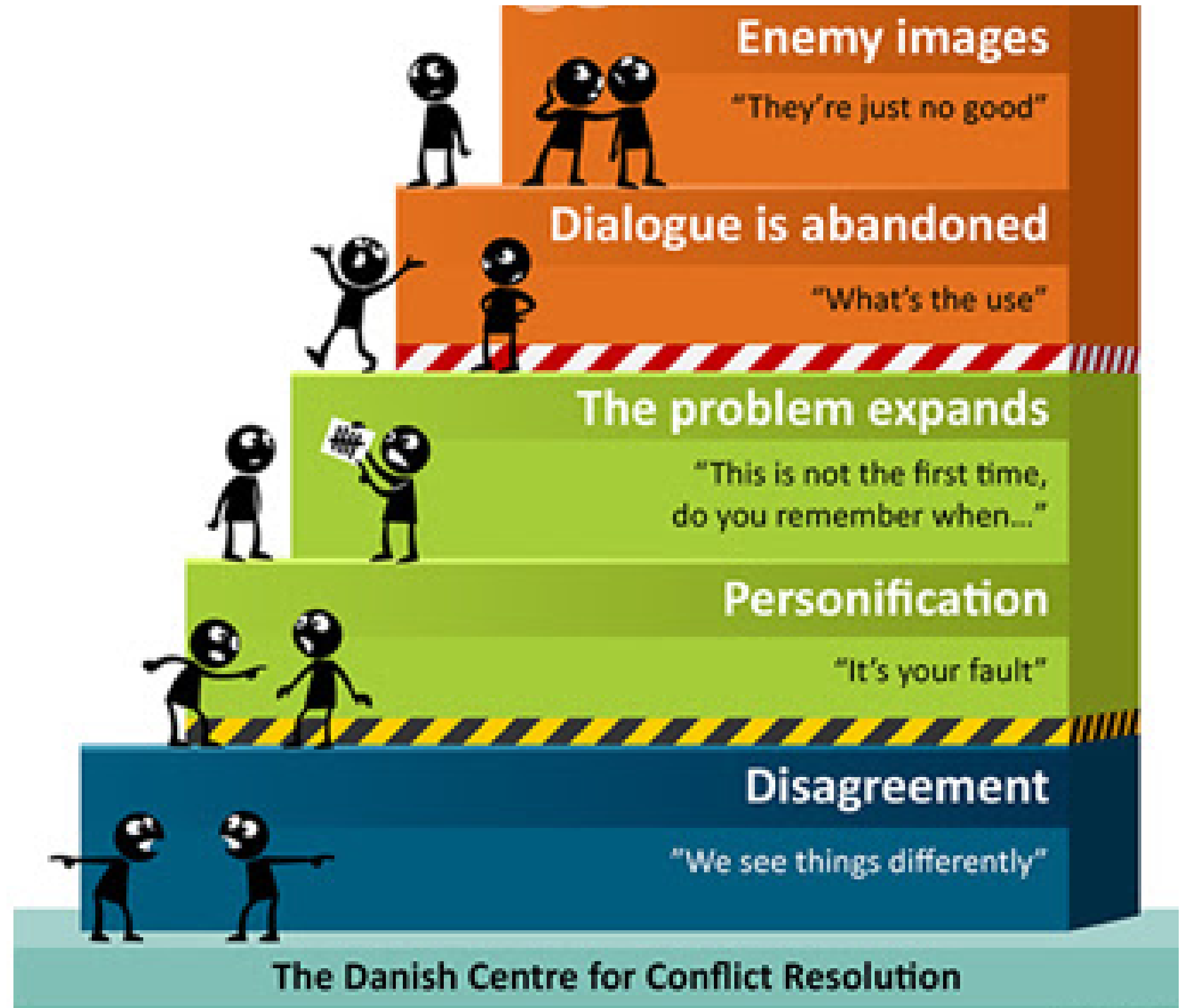


This leads to a **lower tolerance** for issues and **increased dissatisfaction**

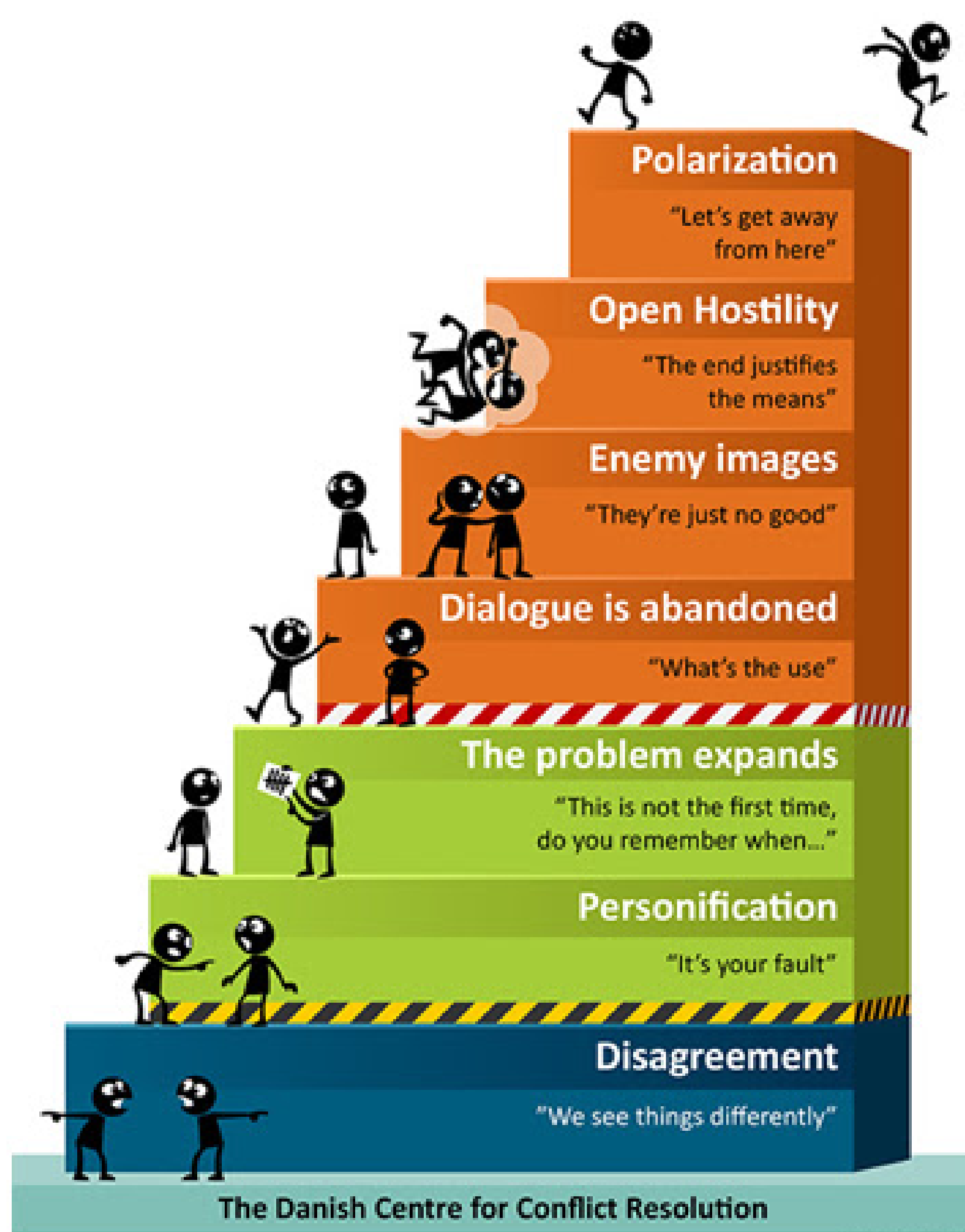
Trigger and Escalation



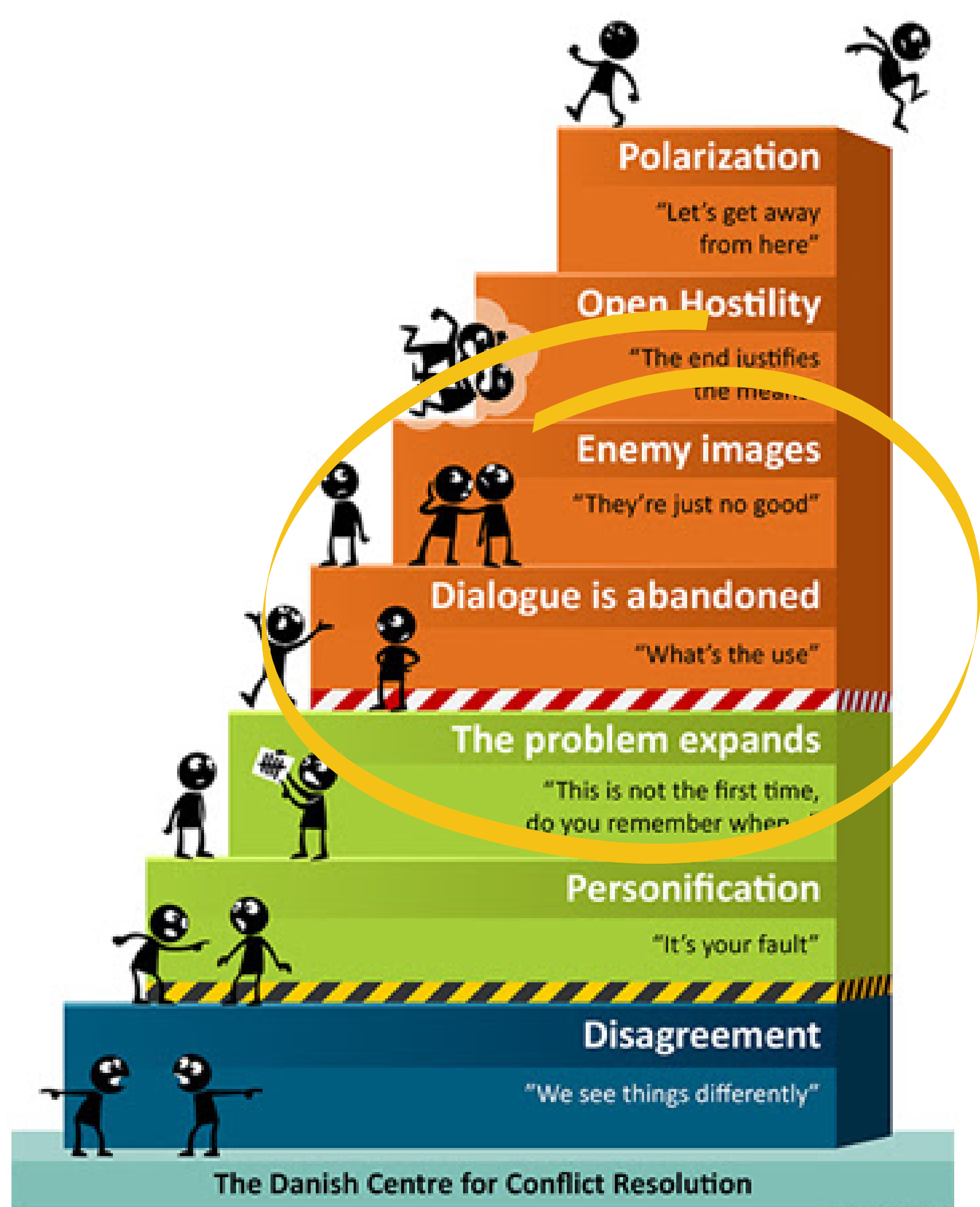
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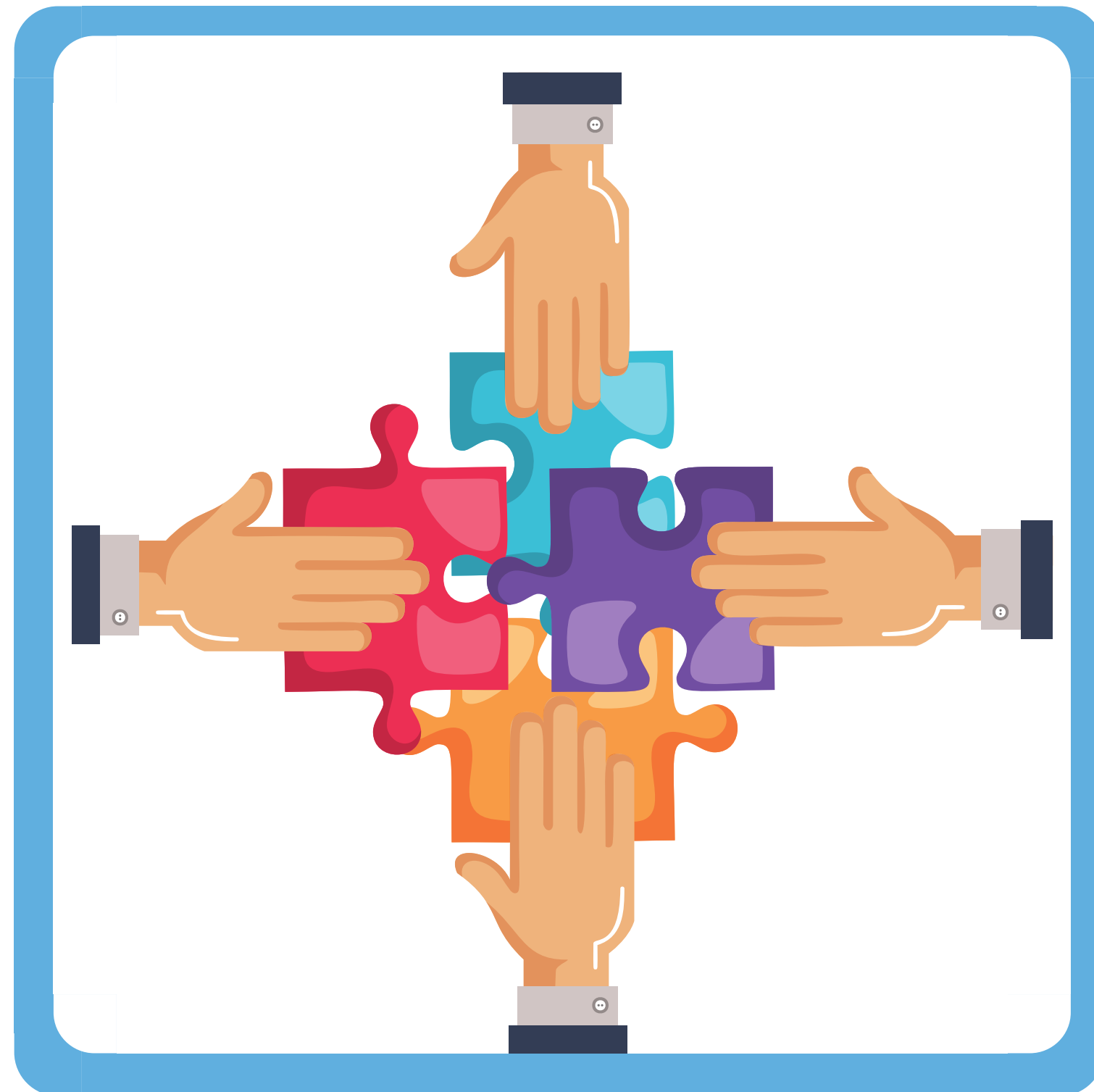
Trigger and Escalation



Positions v Interests



De-escalation



The diagram consists of two overlapping triangles. Each triangle has a white top section labeled 'Position' and a dark teal bottom section labeled 'Interests'. The overlapping area at the bottom is a smaller triangle labeled 'Mutual Interests' in a light green color. The entire diagram is set against a light blue background.

Position

Position

Interests

Interests

Mutual
Interests

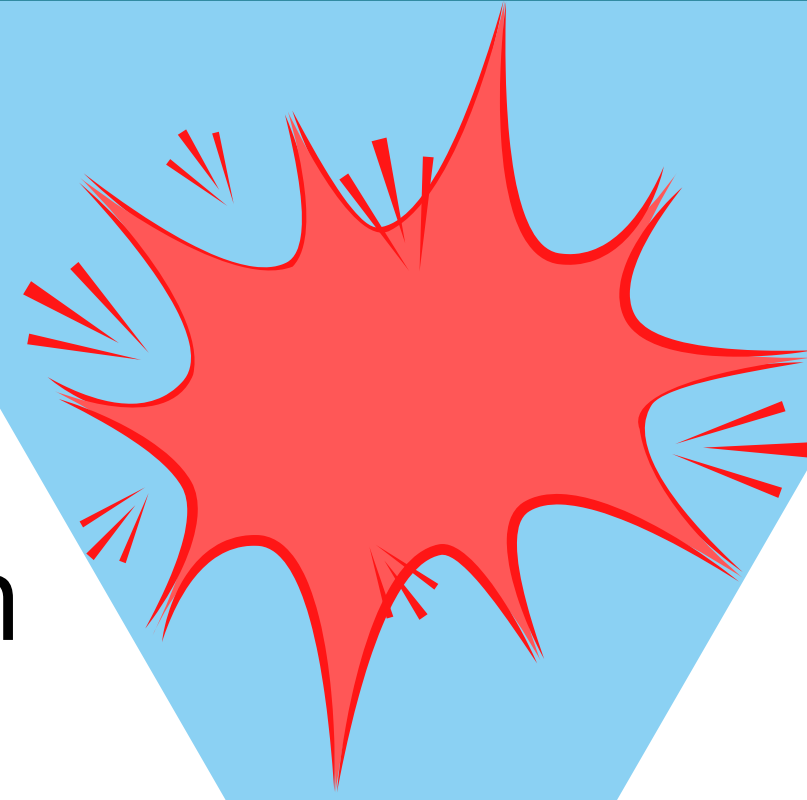
Position

Position

Interests

Interests

Mutual
Interests



Position

Position

Interests

Interests

Mutual
Interests



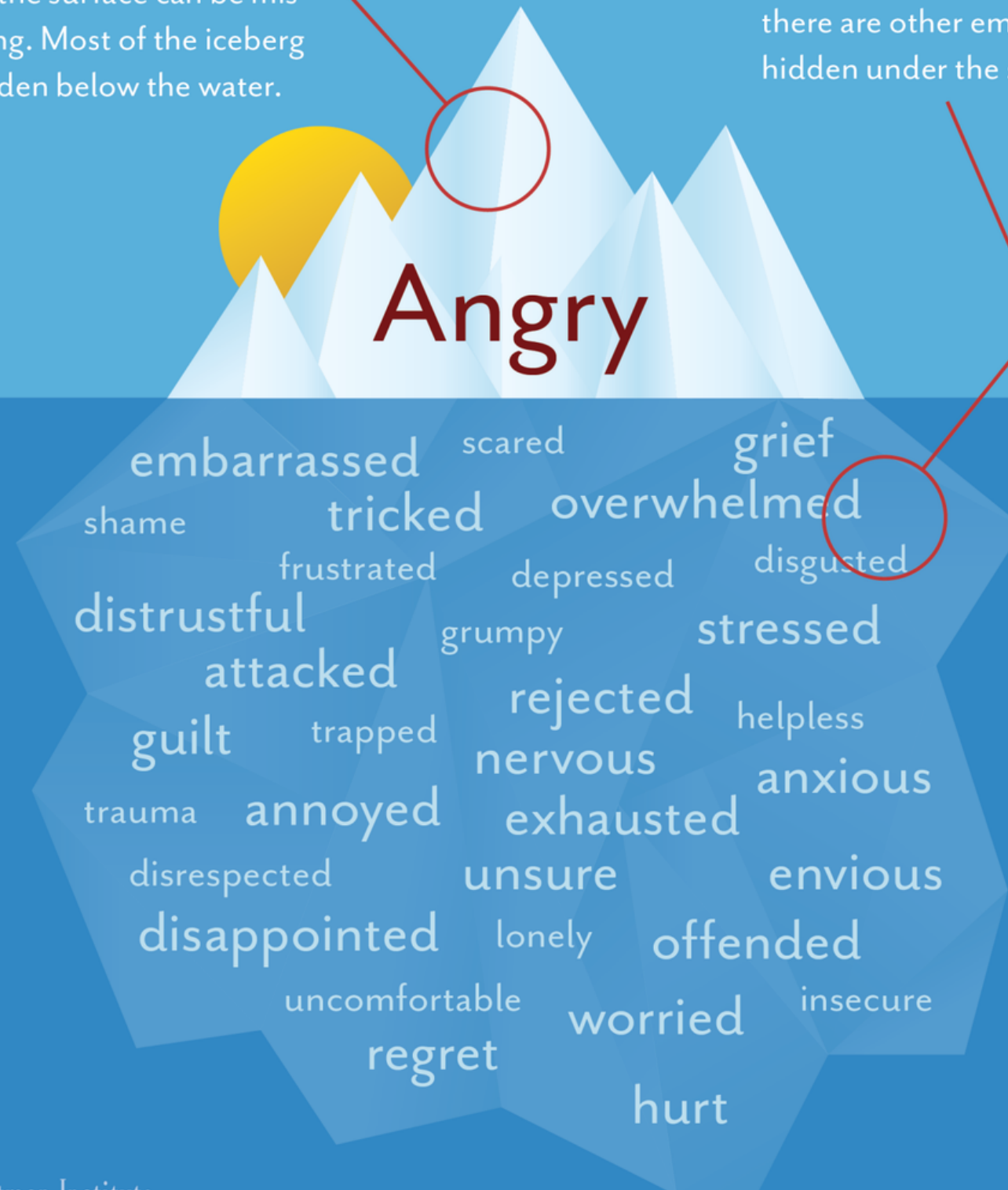
De-escalation



Anger Iceberg

Icebergs are large pieces of ice found floating in the open ocean. What you can see from the surface can be misleading. Most of the iceberg is hidden below the water.

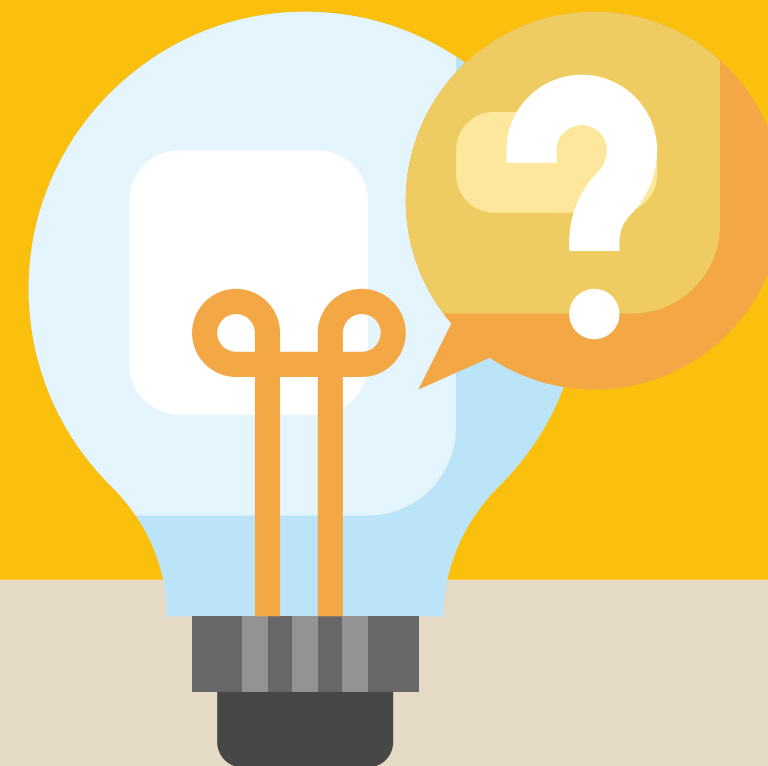
This is how anger works. Often when we are angry, there are other emotions hidden under the surface.



De-escalation

Top Tip

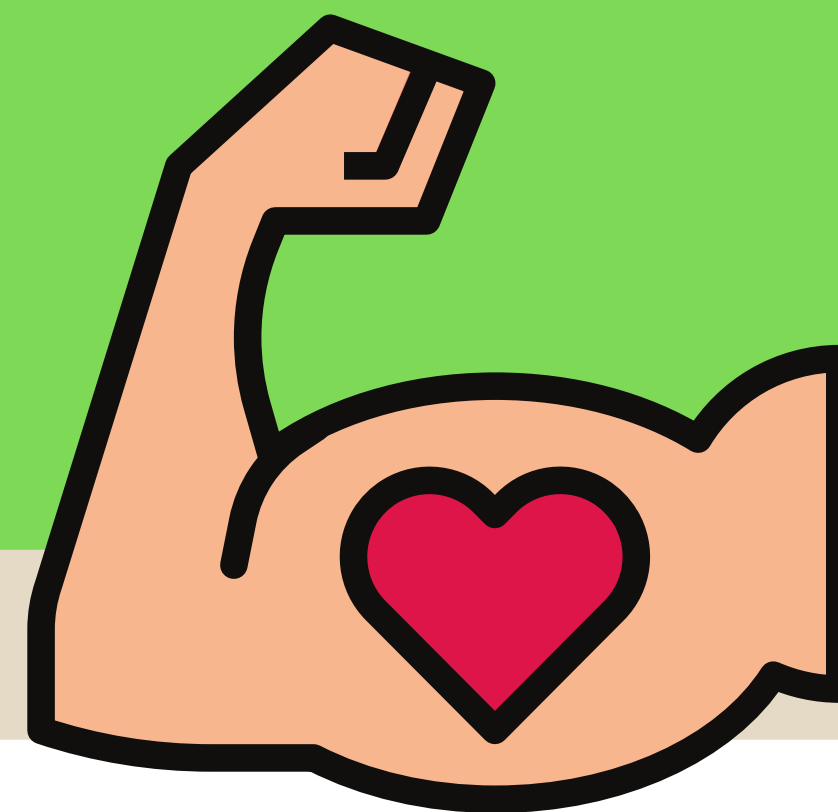
BE CURIOUS



De-escalation

Top Tip

BE
BRAVE



De-escalation

Top Tip

**BE
KIND**



THANK
YOU

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