

INSIDE THIS COURSE

CONFLICT & COMMUNICATION ...	1	TYPES OF CONFLICT.....	2	CONFLICT IN NURSING.....	3
CONFLICT MANAGEMENT STRATEGIES	3	CASE SCENARIO	4	COMMUNICATION SKILLS	5
ART OF NEGOTIATION	5	ORGANIZATIONAL TACTICS.....	6	CONCLUSION & REFERENCES.....	7
CE EXAM.....	8	EVALUATION	10		



Online

CONFLICT RESOLUTION IN NURSING 1.5 Contact Hours

This continuing education course is intended to help nurses identify conflict, understand various types of conflict, implement strategies to effectively manage conflict, and understand how to minimize conflict and prevent escalation of conflict situations in the nursing environment.

Course Objectives

- Define conflict and effective communication skills.
- Identify four general types of conflict.
- List the four primary types of conflict in nursing.
- Describe five strategies used to manage conflict.
- Identify four components of effective communication skills.
- List three rules for effective negotiation.
- Explain four organizational tactics for preventing and resolving conflict.

CONFLICT AND EFFECTIVE COMMUNICATION

Conflict resolution skills are essential, not just for nursing leadership, but for all nurses. Nurses, in general, have been found to lack conflict resolution skills and often use avoidance or withdrawal when confronted with conflict. In order for conflict to be managed successfully, effective communication skills are necessary. Effective communication skills are skills that stress resolution and a positive outcome, allow for the discussion of the issue without blame, and include the ability to clearly express oneself to avoid misunderstandings and miscommunication.

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Table of Contents Custom Program Title Leader S Guide Corexcel

1. Understanding the eBook Custom Program Title Leader S Guide Corexcel
 - The Rise of Digital Reading Custom Program Title Leader S Guide Corexcel
 - Advantages of eBooks Over Traditional Books
2. Identifying Custom Program Title Leader S Guide Corexcel
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Custom Program Title Leader S Guide Corexcel
 - User-Friendly Interface
4. Exploring eBook Recommendations from Custom Program Title Leader S Guide Corexcel
 - Personalized Recommendations
 - Custom Program Title Leader S Guide Corexcel User Reviews and Ratings
 - Custom Program Title Leader S Guide Corexcel and Bestseller Lists

5. Accessing Custom Program Title Leader S Guide Corexcel Free and Paid eBooks
 - Custom Program Title Leader S Guide Corexcel Public Domain eBooks
 - Custom Program Title Leader S Guide Corexcel eBook Subscription Services
 - Custom Program Title Leader S Guide Corexcel Budget-Friendly Options
6. Navigating Custom Program Title Leader S Guide Corexcel eBook Formats
 - ePub, PDF, MOBI, and More
 - Custom Program Title Leader S Guide Corexcel Compatibility with Devices
 - Custom Program Title Leader S Guide Corexcel Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Custom Program Title Leader S Guide Corexcel
 - Highlighting and Note-Taking Custom Program Title Leader S Guide Corexcel
 - Interactive Elements Custom Program Title Leader S Guide Corexcel
8. Staying Engaged with Custom Program Title Leader S Guide Corexcel
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Custom Program Title Leader S Guide Corexcel
9. Balancing eBooks and Physical Books Custom Program Title Leader S Guide Corexcel
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Custom Program Title Leader S Guide Corexcel
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Custom Program Title Leader S Guide Corexcel
 - Setting Reading Goals Custom Program Title Leader S Guide Corexcel
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Custom Program Title Leader S Guide Corexcel
 - Fact-Checking eBook Content of Custom Program Title Leader S Guide Corexcel
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
- Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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