

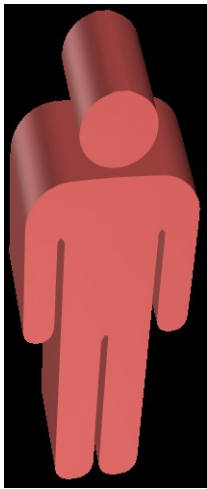
# Skills in Conflict Management & Negotiation in Health Professions

European Network of Occupational Therapy in Higher Education



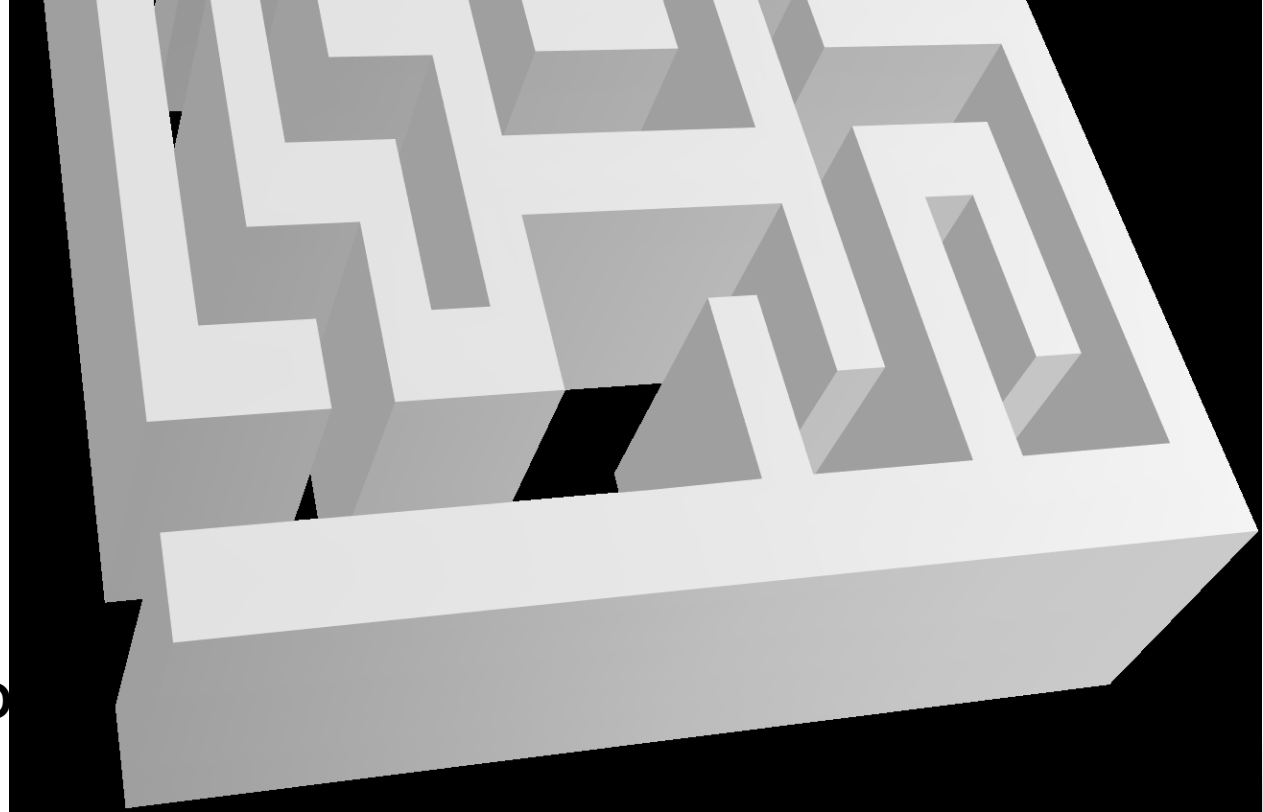
*Vanda Varela Pedrosa*  
*Essei, Leiria*

(4 October 2018 15:24-18')



Vanda Varela Pedrosa  
[vanda.varela@ipleiria.pt](mailto:vanda.varela@ipleiria.pt)

Occupational Therapist (O



## Motivation ?

(....**2005**)-With **Professional & Personal interest** (OT *Primary Care* Great activity interaction with the community)

(**2009**)-Postgraduate in Project Management goes Master (.....)

(**2010-2018**)-Master Management, Lecturing, Classes, Conferences

(**2018**)- Conclusion PHD in Management ISCTE, Lisbon (...)

# Skills in Conflict Management & Negotiation in Health Professions

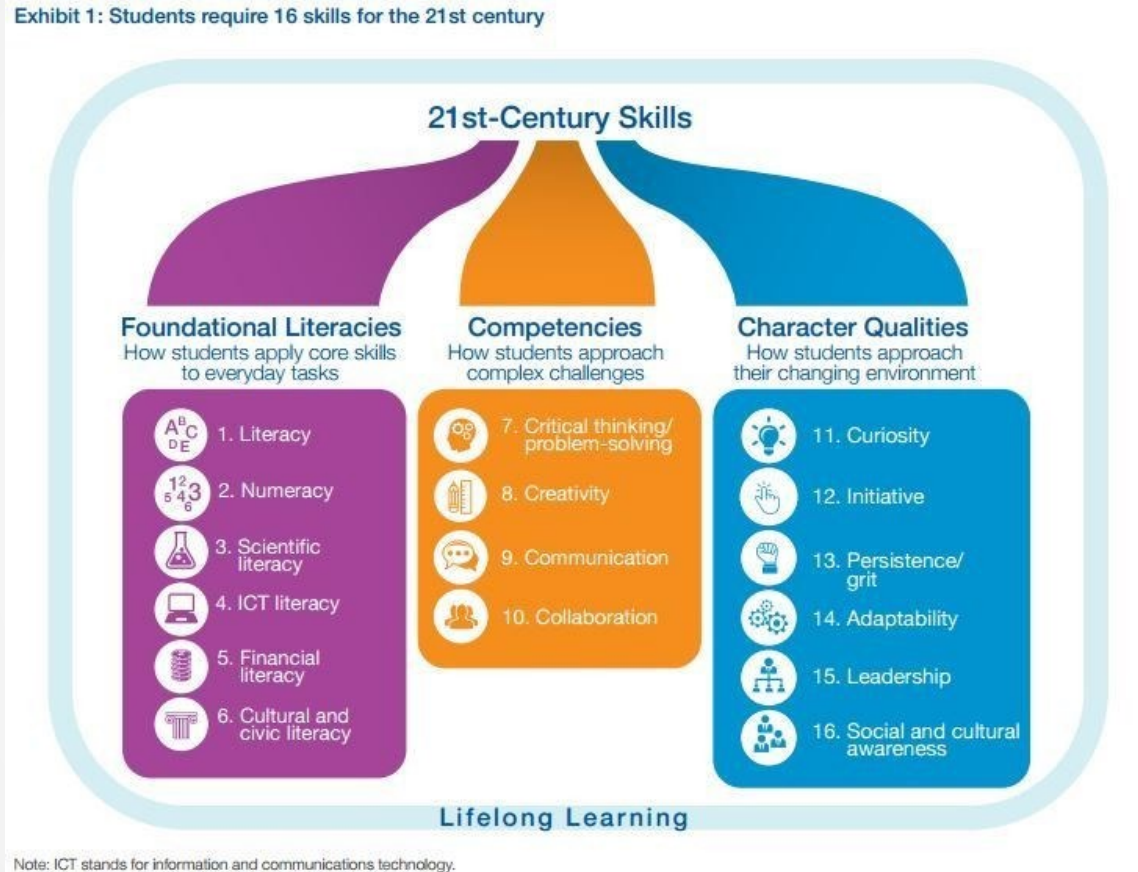
This presentation **Aims to give** better understanding of conflict management and negotiation related with health settings, particularly in Primary Health Care.

Relevant topic to educate the educators, internationalized learning outcomes: 21st century skills competences, understanding interprofessional teaching, learning & assessment.



# Skills in Conflict Management & Negotiation in Health Professions

## Worldwide



[https://www.google.pt/search?q=students+required+16+skills+for+the+21+century&source=Inms&tbn=isch&sa=X&ved=0ahUKEwj639-X1LXdAhUsNOWKHR-ECCYQ\\_AUICigB&biw=1366&bih=643#imgrc=1ZG5KiXqniXU1M](https://www.google.pt/search?q=students+required+16+skills+for+the+21+century&source=Inms&tbn=isch&sa=X&ved=0ahUKEwj639-X1LXdAhUsNOWKHR-ECCYQ_AUICigB&biw=1366&bih=643#imgrc=1ZG5KiXqniXU1M)

# Skills in Conflict Management & Negotiation in Health Professions

## Worldwide

### Top 10 skills

#### in 2020

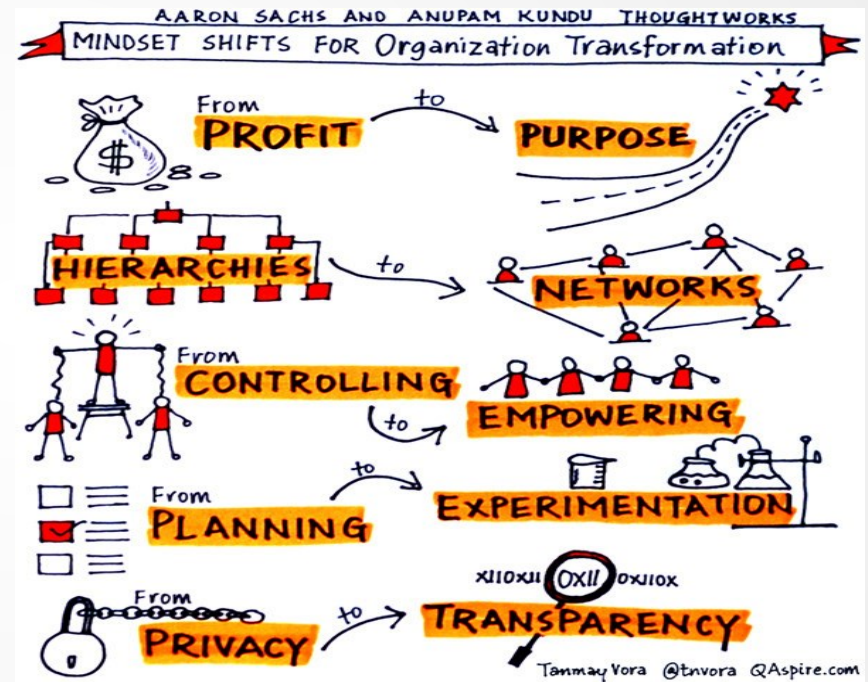
1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

#### in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity



Source: Future of Jobs Report, World Economic Forum



<https://www.weforum.org/agenda/2018/04/education-systems-can-stifle-creative-thought-here-s-how-to-do-things-differently>

<https://www.weforum.org/agenda/2017/12/is-management-era-over>

# Skills in Conflict Management & Negotiation in Health Professions



<https://www.youtube.com/watch?v=5NrVFBqcN8>



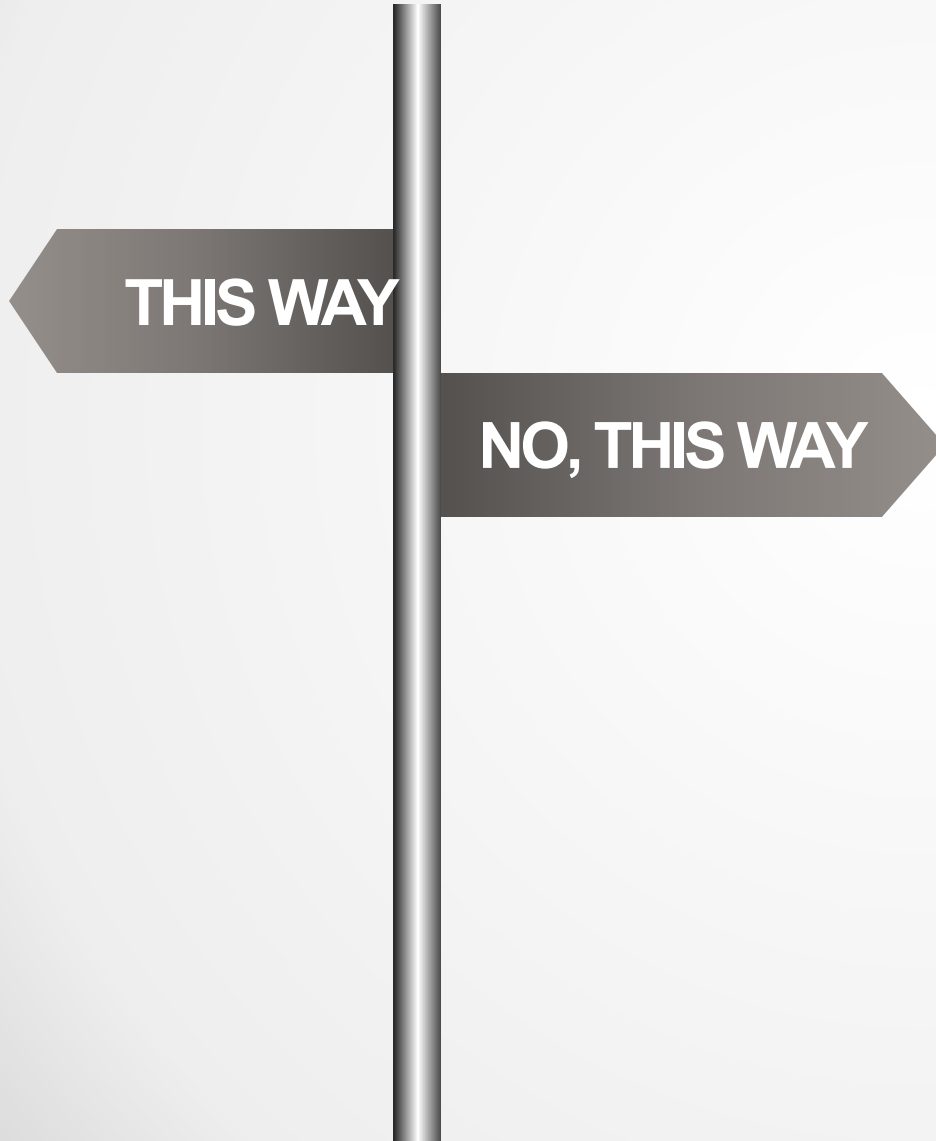
<https://www.youtube.com/watch?v=GI3e-OUnavQ>

The increasing cooperation between **practitioners and users** to perform tasks and clinical management makes skills in conflict management and negotiation crucial to the support and establishment of relations, a critical factor to modernization of public health center and its professional activity.

## *Different Levels:*

**Intrapersonal**  
**Interpersonal**  
**Organizational**

# Skills in Conflict Management & Negotiation in Health Professions



He's a negotiator TOBLERONE?



HELP.....we guide 1 Enterview

# Skills in Conflict Management & Negotiation in Health Professions

## 23 Group Diagnostics and Therapy Technicians of Lezíria ( Group Health Centers)

	Sub-Total	AZAMBUJA	CARTAXO	GOLEGÃ	RIO MAIOR	SANTARÉM
<i>Clinical Analysis and Public Health Technician</i>	<b>1/1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Physiotherapist	<b>2/2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>
Oral Hygienist	<b>2/3</b>	<b>0</b>	<b>NR</b>	<b>0</b>	<b>1</b>	<b>1</b>
Cardiopneumology Technician	<b>3/3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>
<i>Radiology technician</i>	<b>4/4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>
Environmental Health Technician	<b>6/7</b>	<b>1</b>	<b>NR</b>	<b>1</b>	<b>1</b>	<b>3</b>
Occupational Therapist	<b>1/3</b>	<b>0</b>	<b>NR</b>	<b>0</b>	<b>NR</b>	<b>1</b>
<b>7/18 Professions</b>	<b>19/23</b> Diagnostic and Therapeutic Technicians					

### Causes of Conflict (Sample)

# The Conflict

Guiding an interview we observed

Not punctual

aren't class, ideological or between nations,  
interpersonal conflicts reside in people and in

their capacity, or not to manage their

emotions and using emotional intelligence

(Carvalho, 2007, 2016, Ceitil, 2016, Saltman, Dea & Kidd., 2006)



**THIS WAY**

**NO, THIS WAY**

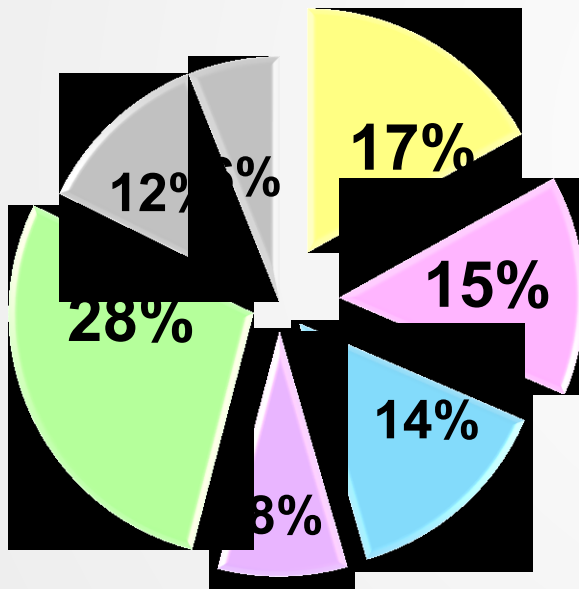
# The Conflict

We observed that Conflicts arise mostly in the context of proximity to the communication, interdependence of functions and resources. They tend to remaining unresolved, appearing for no apparent reason. Preferred an integrative orientation and collaborative negotiation strategies.



# Causes of Conflict Master Results

## Top Reasons

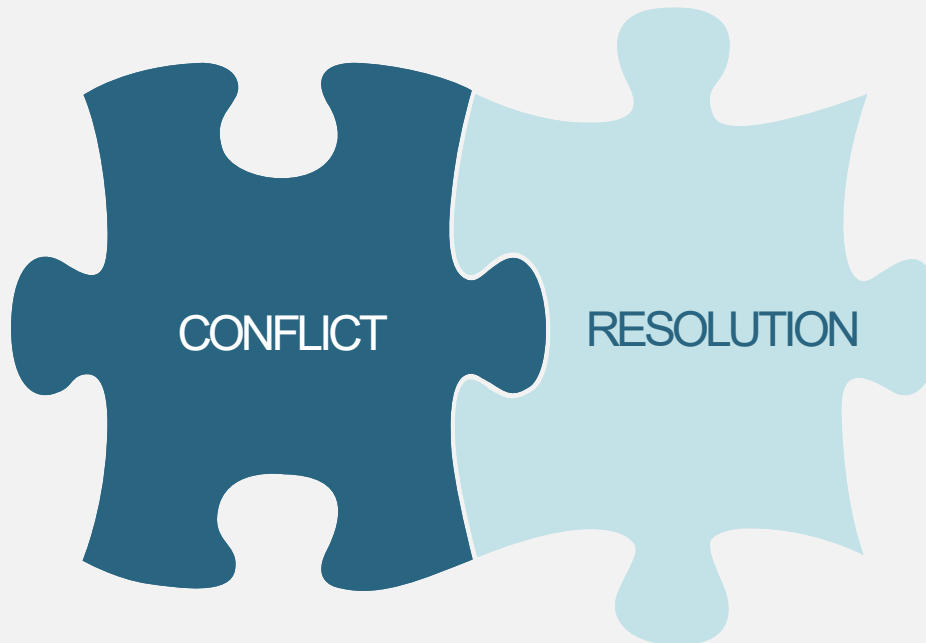


Proximity Context	<b>28%</b>
Interdependence Functions	<b>17%</b>
Interdependence Resources	15%
Change	14%
Verbal Communication	12%
Undefined Rules "Game Rules"	8%
Non Verbal Communication	6%

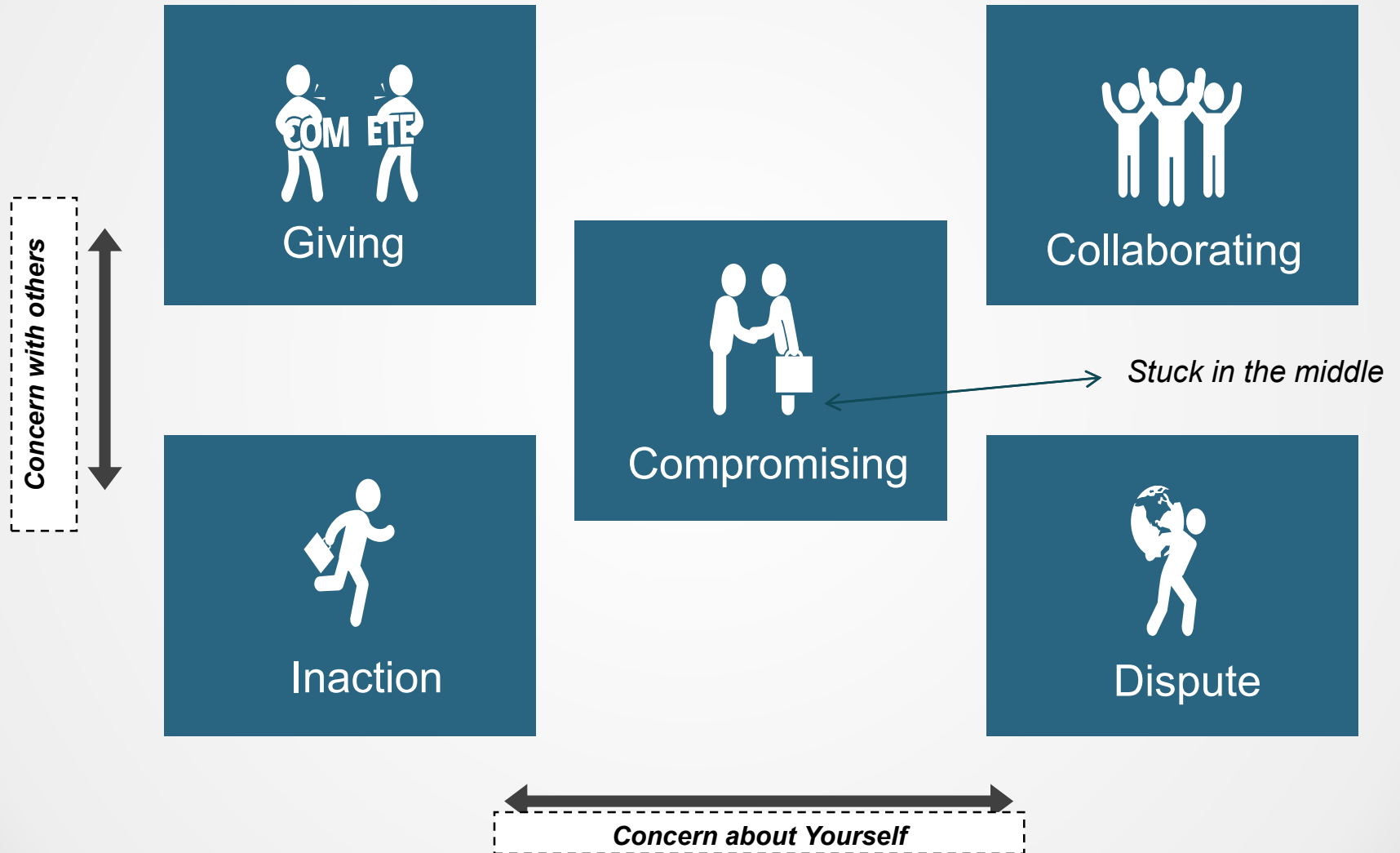
Total Communication **18%**

# Conflict Management

The approach to conflict management (negotiation) is usually presented in a matrix of 2 dimensions, leading to 5 modes of conflict management: giving, collaboration, inaction, dispute or domination and commitment (Carvalho, 2016; & Cunha, 2016).



# Conflict Management



# Negotiation

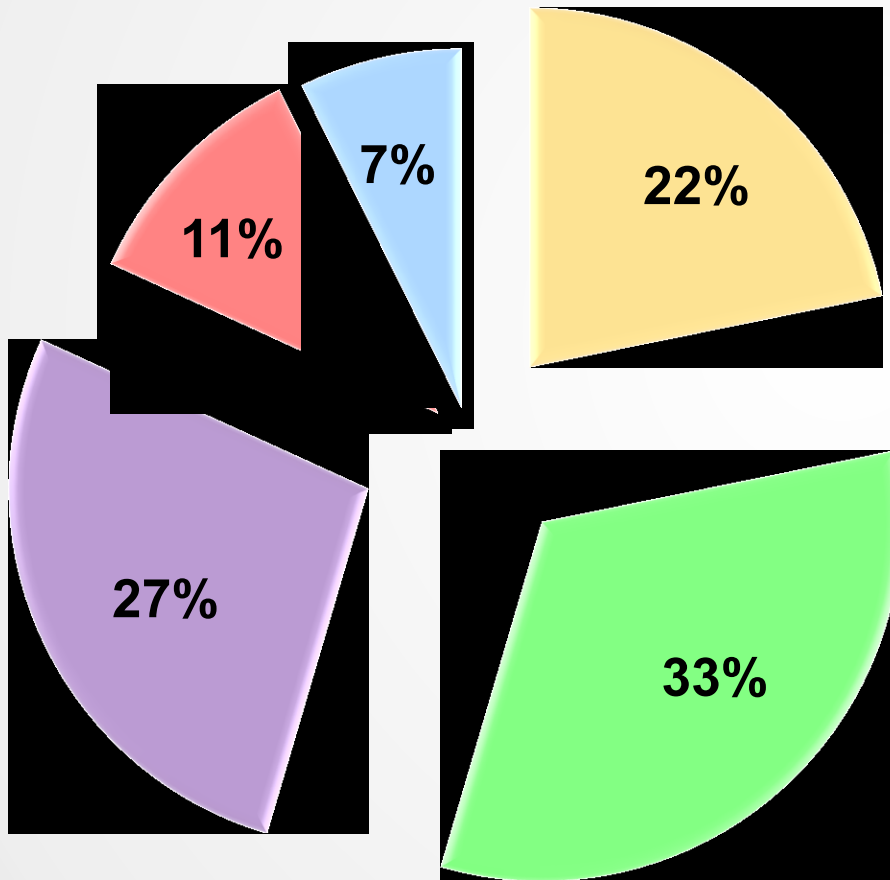
It's **usual, necessary, normal....**

For one effective negotiation, the parties involved should look at noncompliance with remediable **potential**, have **respect** and **mutual trust**, **share information** about preferences, capabilities and **constraints**. Both parties should feel that the field of interaction of the negotiation is **positive** for the negotiation to **succeed** (Carvalho, 2016).



# Causes of Conflict Master Results

## Top Negotiation Strategies



Collaborating	33%
Inaction	27%
Giving	22%
Dispute	11%
Compromising	7%

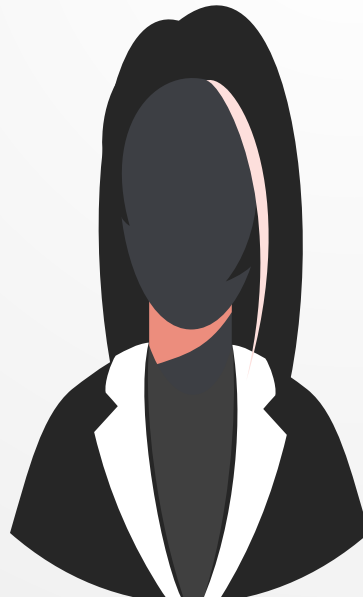
# Causes of Conflict Master Final Results/Conclusions

The group as  
autonomy  
and  
bargaining  
power user  
interaction  
(100%)

They favor an  
integrative  
orientation  
(win-win)  
(50%)

Having a colleague  
by profession is  
considered an  
advantage and the  
converse is  
disadvantageous

Isolation by  
professionals who  
are unique



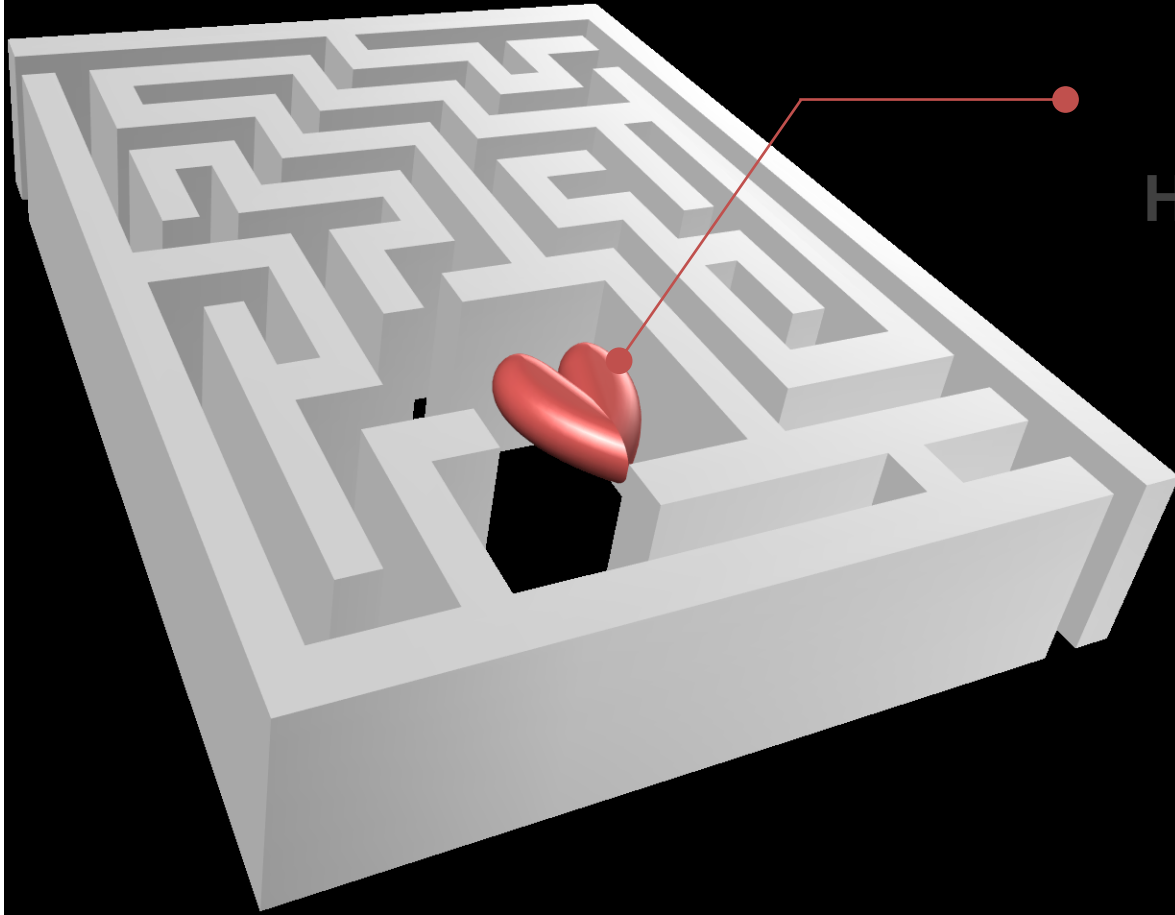
# The Conflict

It's Big the importance of soft skills in health professions.

Training is appreciated as they didn't obtain these skills in different stages of education.

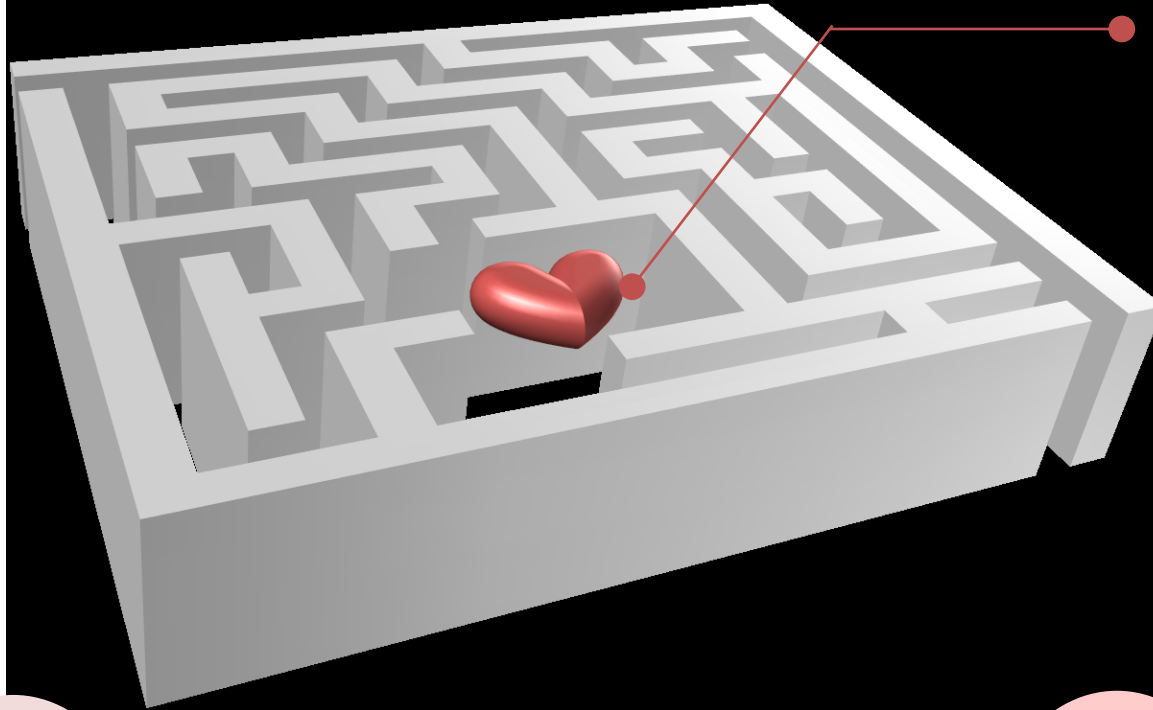


# Individual Negotiation



And I?  
How do I turn the  
conflict on my  
own?

# Individual Negotiation



And I?  
How do I turn the  
conflict on my  
own?



Name the  
conflict or issue



Gain perspective by writing  
the conflict or issue by  
discussing it with third parties



Choose at least one  
aspect you can do  
about the conflict



Do something,  
act

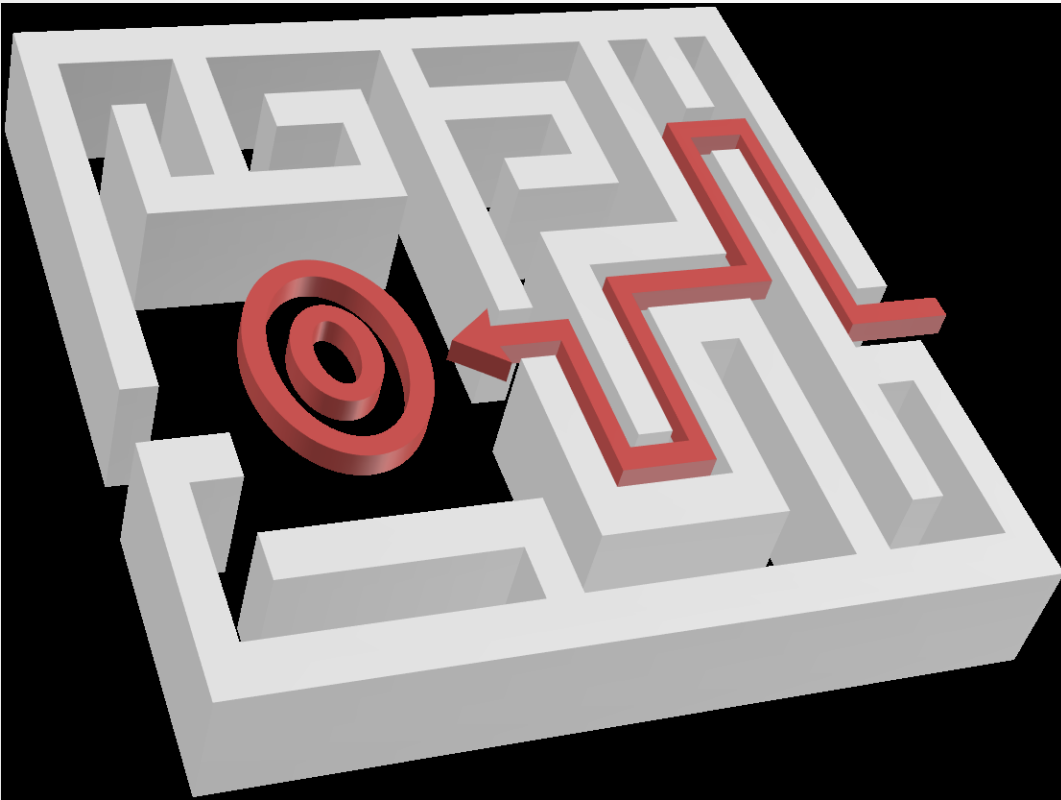
Which image most reminds you of how important the theme is Conflict Management/Negotiation?



Which image most reminds you of how important the theme is Conflict Management/Negotiation?



# Take Away Message Skills Conflict & Negotiation



Name the issue

Be Positive

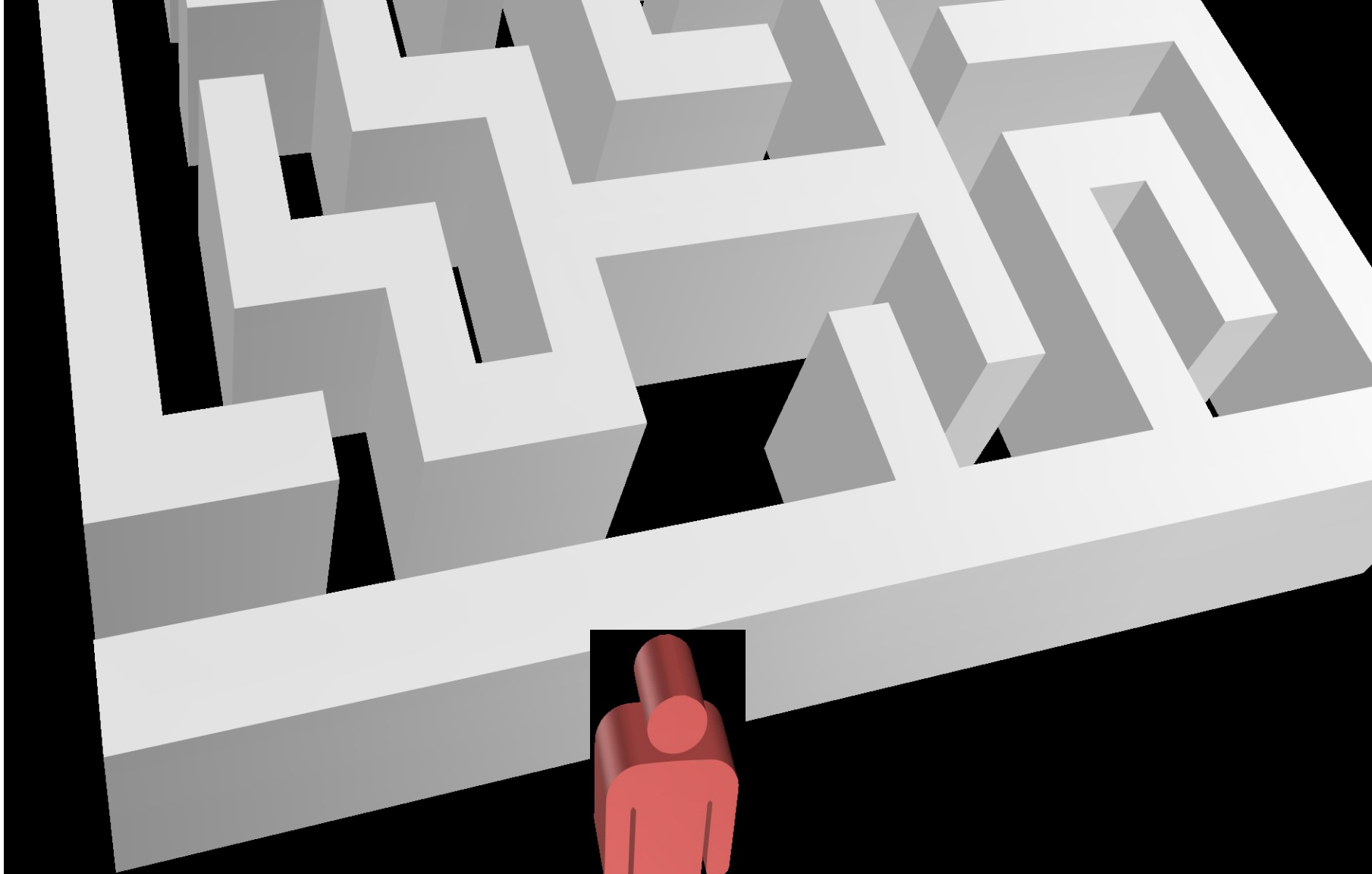
Be Collaborative

Be truly interdisciplinary

Use truly intercultural lens

Have Win-Win Perspective

***“Squeeze Lemons”***



ENOTHE

Vanda Varela Pedrosa  
[vanda.varela@ipleiria.pt](mailto:vanda.varela@ipleiria.pt)



## WHAT WILL BE THE 10 MOST IN-DEMAND JOBS IN 2020?



1. Data analysts



2. Medical technicians, physical therapists, and workplace ergonomics experts



3. Sales and Marketing Specialists



4. Customer service representatives



5. Management analysts



6. Software developers and computer programmers



7. Veterinarians



8. Product designers and creatives



9. Teachers and trainers



10. Accountants and auditors

<https://www.weforum.org/agenda/2018/07/the-skills-needed-to-survive-the-robot-invasion-of-the-workplace>