

WORKING BETTER TOGETHER:

PRACTICAL CONFLICT RESOLUTION AND CIVILITY SKILLS FOR CLINICAL TEAMS

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Why this matters...

Healthcare teams work in high-pressure environments where civility can break down and conflicts can arise.¹ Incivility and dysfunctional team dynamics are frequently reported in NHS Staff and GMC surveys. Despite recognition of its impact on staff wellbeing and patient safety,^{2,3} formal training in managing interpersonal conflict and incivility remains limited in postgraduate education.



What we did...

We developed a free, one-day **multidisciplinary** course for Cardiff and Vale Health Board staff focused on **conflict resolution** and **civility** in clinical settings, incorporating both theory and practical elements.

Teaching Approach:

Emphasis on realistic clinical scenarios, allowing:

- Safe practice of interpersonal skills
- Group Reflection
- Structured Debriefing

Course Components:



Lectures: Basics of conflict theory and answering “What is civility?”



Workshops: Exploring conflict styles, de-escalation techniques, and incivility recognition and response.



Forum Theatre Simulation: Faculty led live simulations of common conflict/incivility scenarios



Small Group Role Play: Delegates practice the skills they have learned in a safe environment



Results

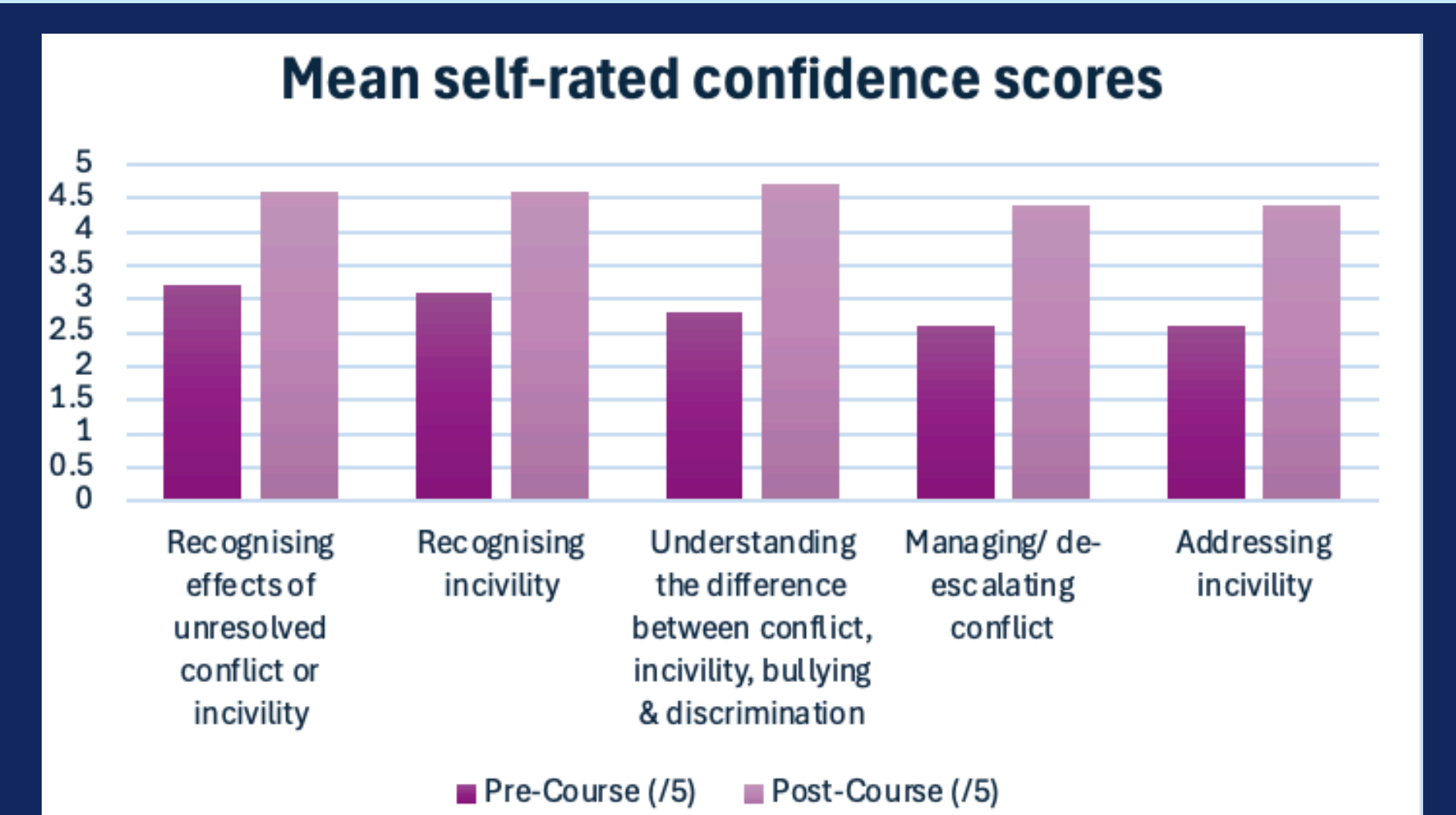
- Workshops first piloted to 59 F2 doctors → feedback helped structure the whole day course.
- First full-day MDT course → mixture of medical and nursing staff from a variety of specialties and experience levels.

Full day Course Feedback:

Quantitative

Pre and post course questionnaires:

- 100% enjoyed course
- 100% would recommend to a colleague



Qualitative Feedback:

“Loved the whole day, really made me question my actions and how I approach conflict situations.”

“Really enjoyed mixing with MDT and tackling something that has such a big impact on wellbeing.”

“Interactive sessions were brilliant... a BIG THANK YOU!”

Next Steps...

Early feedback suggests this interactive approach is effective in developing confidence and skills to manage conflict and promote civility.

Building on strong nursing engagement, we aim to promote the course to the wider healthcare team and develop a MDT course faculty.

Further dates planned, with the goal of embedding the course into regular core Professional Development courses offered by CAV.

Future work could explore wider impact of course on team dynamics and workplace civility by linking with incident reports and staff surveys.

References

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