

Sample Dialogue of Using Mediation as a Conflict Resolution Strategy

Situation: A conflict arises between a nurse and a respiratory therapist regarding a client's care plan.

- **Nurse Manager** (acknowledging both perspectives): "I understand both of your concerns. It's essential that we find a solution that prioritizes the patient's overall well-being. Nurse, what's your primary concern?"
- **Nurse:** "My main concern is preventing muscle atrophy, pressure injuries, and DVTs. I believe with proper supervision, we can safely wean the patient from the ventilator and get them moving, which is essential for their recovery."
- **Respiratory Therapist:** "I understand your concerns, and I appreciate your dedication to the patient's recovery. However, a sudden reduction in ventilator support could put them at risk for respiratory distress."
- **Nurse Manager:** "It's clear that both of you have the patient's best interests at heart. What if we consider a compromise? We could implement a gradual reduction in ventilator support along with supervised range of motion exercises to address both concerns. Does that sound acceptable to both of you?"
- **Nurse:** "That might work. It's a reasonable compromise that ensures patient safety while promoting mobility."
- **Respiratory Therapist:** "I'm willing to support this approach. It seems like a balanced solution."
- **Nurse Manager:** "Great, we have a plan. Let's communicate this care plan to the rest of the team, ensuring everyone is on the same page."
- **Nurse** (nods): "Thank you for mediating this discussion. I think this solution will benefit the patient."
- **Respiratory Therapist** (smiles): "I agree. Thanks for helping us find common ground."
- **Nurse Manager** (smiles): "You're welcome. It helps to talk things through as a team to provide the best care possible for our patients from all perspectives."

