Conflict Resolution Norms

Here at **INSERT CLINIC NAME**, we utilize our conflict resolution norms to assist in dealing with conflict within the clinic. The *Conflict Resolution Norms* are as follows:

* It is our job to bring conflict forward when we have, see, or experience it.
* We will allow ourselves time for self-reflection prior to acting.
* We will approach conflict in a respectful manner.

**Process:**

1. Approach the person with whom conflicts exists.

1. If conflict remains unresolved, approach **INSERT NAME(S) HERE**.

3. If still unresolved (e.g., patient red flag), issue will be brought to a team meeting.

* + We will review these every six (6) months.
* It is okay to ask for time to process.
* We will use a standard communication approach:
  + Promote sharing of your point of view openly (and check with the other person for clarity or understanding)
  + Ask for other’s point of view
  + Work on solutions together
  + Check in for agreement with the solution
* Offer a gentle reminder to those who are operating outside of the Clinic Resolution Norms.