
Agenda

Conflict Management in Healthcare

1st May 2025



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Target Audience: Allied health practitioners, Physicians, Nurses, Healthcare Administration

Activity code: HGI-03-P154

Venue: Aspetar, West Expansion, 3rd floor, Let's Playroom

Time: 9:00 am to 12:30 pm

This course is designed to empower healthcare professionals with advanced conflict management skills critical for navigating the complexities of interprofessional collaboration in diverse healthcare settings. By delving into the sources and types of conflict alongside effective communication strategies, participants will gain a comprehensive understanding of how personal values and beliefs impact teamwork. Participants will learn to develop tailored conflict management plans that identify potential conflicts, outline communication strategies ensuring a proactive approach to resolution. Engaging in structured role plays will allow them to practice these skills in realistic scenarios, fostering experiential learning and constructive feedback.

On completion of this activity, participants will be able to:

- Identify sources and types of conflict in healthcare settings
- Analyse the influence of personal values and beliefs on interprofessional collaboration
- Demonstrate effective communication techniques to de-escalate conflicts
- Create a supportive environment that promotes psychological safety in healthcare setting
- Apply effective strategies for resolving and managing conflict
- Evaluate the effectiveness of conflict management strategies

This activity is an Accredited Group Learning Activity (Category 1) as defined by the Ministry of Public Health's Department of Healthcare Professions - Accreditation Section and is approved for a maximum 3.0 hours.

1st May 2025 This session enlightens a wide range of exposure to Conflict Management and self-assessment. It is interactive training where members are exposed to Conflict Management strategies with practical scenarios.			
Time	Topic	Session Learning Objectives By the end of this session, participants will be able to:	Speaker
8:45 – 9:00	Registration		
9:00– 9:15	Networking: meet your colleagues		
9:15 – 10:45	Sources, types of conflict and diversity in conflict resolution	<ul style="list-style-type: none"> • Discuss common conflicts (team dynamics, patient issues). Group activity: Brainstorm sources of conflict • Explain personal values and beliefs on interprofessional collaboration • Discuss the importance of psychological safety in teams • Create strategy for specific conflict scenario: group work 	TBD
10:45 – 11:00	Coffee and prayers		
11:00 – 12:30	Effective communication techniques and strategies in conflict management	<ul style="list-style-type: none"> • Apply scenarios on conflict situations by role-playing • Discuss techniques of active listening, empathy and clarity. • Demonstrate conflict management strategies: role play • Discuss what strategies worked, what didn't and potential alternative approaches 	TBD

Scientific Planning Committee:

Abdulaziz Dharman (Chair), Ayesha Masood, Irwin Vilaga, Fethi Regaieg, Michael Saretsky, Sean Mccrudden

The Scientific Planning Committee has reviewed all disclosed financial relationships of speakers, moderators, facilitators and/or authors in advance of the CPD activity and has implemented procedures to manage any potential or real conflicts of interest.

Overall time: 180 min

Lecture: 120 min

Interactive: 60 min (33.33%)