Discussion Question and Response

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1. Based on what you observed, what leadership skills should you, as Masaya’s preceptor, model for your fellow co-workers to promote his acceptance into the work-group or team.

One of the things that I would be doing as the Masai preceptor is that the modelling of the different set of skills that are related to leadership is needed to be carried out. In this regard, the motivation, the sense of positivity among the people and flexibility is going to be done of the things that I would be focussing upon. Furthermore, the importance of feedback as well as being reiterated here as well. When these set of activities are needed to be performed, then it is imperative that the sense of education and enlightenment among the employees should be there. The other thing that is very important is that how the employee compliance activity is going to be done and how it would make sure that the different compliance outcomes are going to be working out in this case. Specifically, in terms of motivation and communication, it is an area that where the role of employee education is quite important, and its effectiveness is going to be felt the most. The idea resonates well in the healthcare industry as well as regarding how the realization of the whole thing is needed to be done as per the daily practice.

Does incivility seem to be an issue in the scenario?

Despite the fact that incivility is a concept is something that barely applied, the suggestion can be made that what are some of the implications of the incivility in the given scenario. Here, the case can be made that some of the comments that were made in the given scenario were quite insensitive in their nature and were not fitting of the office environment.

1. Describe any common themes you discovered among the article, the video and the Civility Index

The most common theme that was prevailing during the article is that how the course of behavior was rather consistent on both the sides. All the video, the article and the video seem to have pointed out towards the same thing that how at times, the level of communication that is needed among all the stakeholders is missing and due to that, things do get escalated. The ideal thing that has to be done in any given manner is to make sure that how things got escalated despite the fact that they were minor squabbles. What it goes to show is that how important it is for every stakeholder that is the part of the communication process to make sure that they are keeping their emotions in check all the time.

Do you think delegation played a part in this issue?

Delegation did play an important role during the course of the issue, The major problem that was witnessed here was that there was lack of accountability on the part of the different users. Due to that, they were not able to own up to some of the issues that were faced during the whole thing. At the same time, there was not much of a delegation in a sense as the physicians and the healthcare expert tried to do everything on their own. The ideal thing that could have been here was to make sure that the nurses during the whole process were empowered. If the nurses were empowered, they would have taken care of the whole thing in a much better manner. The whole thing was witnessed due to the lack of accountability that was witnessed due to lack of delegation.

**References**

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Robbins, S. P. (2017). “Conflict management” and “conflict resolution” are not synonymous terms. *California management review*, *21*(2), 67-75.