Week 3 Discussions

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**Discussion one**

In every work field, there are situations where the needs of the family are contradictory to the work responsibilities. In such a situation the management needs excellent leadership qualities which can help the employees and the organization to resolve the conflict in the best possible manner. In the provided scenario the conflict resolution skills can be rated as nine on the scale of 10. It is because the management very easily convinced the nurse for the task she and her husband were reluctant about. Wallensteen in his book "Understanding conflict resolution" has stated that conflict resolution is best when a conflict is resolved in a polite manner and without any fights or strikes (Wallensteen, 2018). Another excellent leadership quality displayed in the scenario is to provide a solution to the nurse quickly without compromising the work.

I believe that collaboration with the nurses and other disciplines in the organization before finalizing the new patient assignment scheme would have been beneficial because this would have created a feeling of trust in the Nurses and the concerns of the nurses would have been addressed sooner. Other leadership skills that could have been used are better communication skill, decentralization of decision making and coordination between different segments of the organization.

A BSN-prepared Registered nurse has skills of careful planning, identification of resources and their efficient use, communication, collaborating with other departments effectively and excellent problem-solving skills (Chamberlain College of Nursing, 2018). As a case manager, the powers that should be brought to the case in this scenario are the ability to coordinate between the available resources and the requirement of the employees. Another attribute is to actively involve the community in the programs as volunteers who can aid in reducing the expenses of escorts with the nurse.

**References**

Chamberlain College of Nursing. (2018). NR-447 Week 3: Work in Interdisciplinary/Interprofessional Teams. [Online lesson]. Downers Grove, IL: Adtalem.

Wallensteen, P. (2018). *Understanding conflict resolution*. SAGE Publications Limited.

**Discussion 2**

Change is a constant part of an environment and works place. In a healthcare system, there are numerous internal and external factors which play a decisive role in bringing a change in the nursing practice. A few examples of the reasons of the change in health care environment are new policies, standards, and protocols, a changed attitude of the people towards a specific idea or practice or introduction of new technology or methods for operating the health care system (Harkness & DeMarco, 2016). The change in the practice settings of a nurse makes the work stressful and prolonged. In addition to this, it also affects the quality of patient care given to the patients by a nurse. Under the light of these factors, it is cardinal to develop some resilience in the practice settings so to maintain the quality and efficiency of the work. The first step is to keep a positive attitude and to be open to change. It will help in the adoption of new methods and techniques with ease. Another step is to find a resilient role model in life, who can be followed in difficult situations. The role model will guide in setting moral values for the practice settings and lastly Prioritizing the physical well-being will aid in developing more resilience in the practice settings.

In a health care system, it is also very essential to communicate a change in the practice to the patients and the nursing peers because it will help others to understand the changed behavior and the process (Berman, Snyder, & Frandsen, 2016). For this reason, the best way to communicate a change to others can be done by announcing emails or through publishing the new policies on the notice boards for the patients. Another method that can be opted is to provide a list of changed systems in every room for the inpatients and by publishing them on the website.

**References**

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Harkness, G. A., & DeMarco, R. F. (2016). Community and public health nursing: Evidence for practice. Wolters Kluwer.