

CONFLICT RESOLUTION SKILLS FOR ETHICS COMMITTEE MEMBERS



CENTER FOR CONFLICT RESOLUTION
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WEST VIRGINIA NETWORK OF ETHICS COMMITTEES

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A FEW SKILLS FOR BUILDING TRUST, SOLVING PROBLEMS

1: Start Slow to Go Fast

2: Active Listening

Repeating back to the other person what we understand s/he has said
Inquiring further about what is behind that message
Acknowledging his/her position, statements

Summarize
Detect, adjust for parallel messages
Drill down for details
Non-verbal elements

3: Modeling

Slower pace of speech
Lower pitch of voice
Calm, open gestures

4: Benefit of the Doubt . . . Genuine Curiosity

5: Sit Back and Hush Up

6: Sometimes, You've Got to Let Them Throw Up

7: Affect Labeling

Levels:
"You're angry"
"You sound angry"
"In your situation I'd probably be pretty angry – do you feel that way?";

or, e.g., "A lot of people would be pretty angry in your situation . . . "