



Managing Tensions & Conflict in Healthcare

At no time has the need for mindful adaptability been so urgent, requiring a focused, efficient and effective response to profound, disruptive change. Most health care leaders and providers are skilled problem solvers. However, the significant issues haunting health care today are combinations of problems and polarities. Properly managing polarities will save time, money and energy. Polarities are ongoing, chronic issues that are both unavoidable and unsolvable. Through this work, leaders can consciously utilize personal and group tensions, diversity and divergent thinking as resources for developing high-performing cultures that promote community and productivity. The identification of common polarities, both simple and complex, that exist in every health care setting will help achieve sustainable change and move their goals beyond just fixing problems to creating new possibilities.

Thursday,
December 11
Noon to 1 pm

Andrews Conference Center
3024 New Bern Avenue, Raleigh

Presented by Dr. Phil Echols,
WakeMed Organizational Development

Cost: **Free**

Lunch provided

OBJECTIVES

- Identify tensions in work and community contexts;
- Develop maps to make invisible tensions visible;
- identify ways to increase the benefits of diverse perspectives.

REGISTRATION

Scan the QR code to register
or go to www.wakeahec.org.



The following credits will be provided by Wake AHEC:

- AMA PRA Category 1 Credit TM 1.00
- Contact Hours (category A) CE for NC Psychologists 1.00
- Contact Hours 1.00
- NBCC Hours 1.00
- CME for Physician Assistants 1.00