Conflict Resolution Paper:

Guidelines and Rubric

**Purpose**

The purpose of this assignment is to learn how to identify and effectively manage conflicts that arise in care delivery settings resulting in better management of patient care, including appropriate delegation. You will gain insight into conflict management strategies and develop a plan to collaborate with a potential nurse leader about the conflict and its impact in a practice setting.

**Course Outcomes**

Completion of this assignment enables the student to meet the following course outcomes.

CO 1: Apply leadership concepts, skills, and decision making in the provision of high-quality nursing care, healthcare team management, and the oversight and accountability for care delivery in a variety of settings. (PO 2)

CO 3: Participate in the development and implementation of imaginative and creative strategies to enable systems to change. (PO 7)

CO 6: Develop a personal awareness of complex organizational systems, and integrate values and beliefs with organizational mission. (PO 7)

CO 7: Apply leadership concepts in the development and initiation of effective plans for the microsystems and system-wide practice improvements that will improve the quality of healthcare delivery. (POs 2 and 3)

**Due Dates**

This assignment is to be submitted to the Dropbox by Sunday, 11:59 p.m. MT, end of Week 3.

**Points**

This assignment is worth 200 points.

Directions

1. Read Finkelman (2012), pp. 361–376.
2. Observe nurses in a care delivery setting. Identify a recurring conflict with the potential to negatively impact patient care. Decide if delegation was an issue in the conflict. This should be from your practice setting or prelicensure experiences.
3. Provide details of what happened, including who was involved, what was said, where it occurred, and what was the outcome that led you to decide the conflict was unresolved.
4. Identify the type of conflict. Explain your rationale for selecting this type.
5. Outline the four stages of conflict, as described in our text, and how they relate to your example.
6. Propose strategies to resolve the conflict. Search scholarly sources in the library and the Internet for evidence on what may be effective.
7. Discuss if delegation was an issue in the conflict. Be specific.
8. Describe how you would collaborate with a nurse leader to reach consensus on the best strategy to employ to deal with the conflict.
9. Describe the rationale for selecting the best strategy.
10. Provide a summary or conclusion about this experience or assignment and how you may deal with conflict more effectively in the future.
11. Write a 5–7 page paper (not including the title or References pages) using APA format that includes the following.
    1. Describe an unresolved (recurring) conflict that you experienced or observed. Identify the type of conflict.
    2. Provide details of what happened, including who was involved, what was said, where it occurred, and what was the outcome that led you to decide the conflict was unresolved.
    3. Outline the four stages of conflict, as described in Finkelman, and how the stages relate to your example. Decide if delegation was an issue in the conflict. Be specific.
    4. Describe the strategies for conflict resolution and how you would collaborate with a nurse leader to resolve the conflict. Cites resources.
    5. Provide a conclusion or summary about this experience and how you may deal with conflict more effectively in the future.
    6. Submit to the Dropbox by the end of Week 3.

# Grading Criteria: Conflict Resolution Paper

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| Category | Points | % | Description |
| Detailed description of conflict, including type of conflict | 60 | 30 % | Describes the conflict, providing details and type of conflict |
| Four stages of conflict and relationship to identified conflict, including delegation issues | 40 | 20% | Describes stages and their relationship to identified conflict and delegation |
| Strategies for conflict resolution and collaboration with a leader, including resources | 60 | 30% | Various strategies for resolution of identified conflict;  discusses collaborative efforts with a nurse leader to resolve conflict; includes resources |
| Conclusion or summary | 20 | 10% | Provides a conclusion about the learning experience and how this assignment will provide guidance for future conflict resolution skills |
| Clarity of writing | 20 | 10% | Content is organized, logical, and with correct grammar, punctuation, spelling, and sentence structure are correct. APA formatting is apparent and CCN template is utilized. References are properly cited within the paper; reference page includes all citations; proper title page and introduction are present, and evidence of spell and grammar check is obvious. |
| **Total** | **200 points** | **100%** | **A quality paper will meet or exceed all of the above requirements.** |

# Grading Rubric Conflict Resolution Paper

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| Assignment Criteria | A (100%)  Exceptional  Outstanding or highest level of performance | B (88%)  Exceeds  Very good or high level of performance | C (80%)  Meets  Competent or satisfactory level of performance | NI (38%)  Needs Improvement  Poor or failing level of performance | F (0%)  Developing  Unsatisfactory level of performance |
| Detailed description of conflict, including type of conflict  60 points | After an introduction paragraph, paper thoroughly provides  observations of conflict in practice setting.  The paper thoroughly states if negative outcomes were observed and identifies the specific type of conflict observed. It provides details of what happened, including who was involved, what was said, where it occurred, and what was the outcome that led you to decide the conflict was unresolved.  **60 points** | After an introduction paragraph, paper clearly provides  observations of conflict in practice setting.  It clearly states if negative outcomes were observed and identifies the specific type of conflict observed. It provides some details of what happened, including who was involved, what was said, where it occurred, and what was the outcome that led you to decide the conflict was unresolved.  **53 points** | After an introduction paragraph, the paper provides  observations of conflict in practice setting.  It briefly states if negative outcomes were observed and identifies the specific type of conflict observed. It provides few details of what happened, including who was involved, what was said, where it occurred, and what was the outcome that led you to decide the conflict was unresolved.  **48 points** | After an introduction paragraph, the paper provides  observations of conflict in practice setting.  It does not state if negative outcomes were observed or identifies the specific type of conflict observed.  It provides few details of what happened, including who was involved, what was said, where it occurred, and what was the outcome that led you to decide the conflict was unresolved.  **23 points** | After an introduction paragraph, the paper does NOT provide observations of conflict in practice setting.  It does not state if negative outcomes were observed or identifies the specific type of conflict observed.  It provides NO details of what happened, including who was involved, what was said, where it occurred, and what was the outcome that led you to decide the conflict was unresolved.  **0 points** |
| Four stages of conflict and relationship to identified conflict, including delegation issues  40 points | Paper thoroughly outlines the four stages of conflict, as described in Finkelman, and how the stages relate to the example. It states if delegation was an issue in the conflict.  **40 points** | Paper clearly outlines the four stages of conflict, as described in Finkelman, and how the stages relate to the example. It states if delegation was an issue in the conflict.  **35 points** | Paper generally outlines the four stages of conflict, as described in Finkelman, and mostly how the stages relate to the example. Does not state if delegation was an issue in the conflict.  **32 points** | Paper briefly outlines the four stages of conflict, as described in Finkelman, and minimally how the stages relate to the example. Does not state if delegation was an issue in the conflict.  **15 points** | Paper does not outline the four stages of conflict as described in Finkelman. It does not state how the stages relate to the example. It does not state if delegation was an issue in the conflict.  **0 points** |
| Strategies for conflict resolution and collaboration with a leader, including resources  60 points | Paper describes in detail strategies for conflict resolution and collaboration with a nurse leader to resolve conflict.  Besides the course textbook, the paper cites two scholarly articles and thoroughly summarizes all resources.  **60 points** | Paper generally describes strategies for conflict resolution and collaboration with a nurse leader to resolve conflict.  Besides the course textbook, the paper cites one scholarly article.  It generally summarizes both of them.  **53 points** | Paper briefly describes strategies for conflict resolution and collaboration with a nurse leader to resolve conflict.  It only cites the course textbook. It cites an additional source but NOT a scholarly article. The summary lacks detail.  **48 points** | Paper minimally describes strategies for conflict resolution and collaboration with a nurse leader to resolve conflict.  It only cites the course textbook and no additional sources. The summary lacks detail.  **23 points** | Paper describes NO strategies for conflict resolution and collaboration with a nurse leader to resolve conflict.  It does NOT cite the course textbook or other sources. The summary is missing.  **0 points** |
| Conclusion and summary  20 points | Paper provides a thorough conclusion or summary and description of plans for dealing with conflict in the future.  **20 points** | Paper provides a general conclusion or summary and description of plans for dealing with conflict in the future.  **18 points** | Paper provides a brief summary and description of plans for dealing with conflict in the future.  **16 points** | Paper provides a minimal summary and description of plans for dealing with conflict in the future  **8 points** | Paper does not provide a conclusion or summary and NO future plans for dealing with conflict.  **0 points** |
| Clarity of writing  20 points | Content is organized, logical, and grammar, punctuation, spelling, and sentence structure are correct. APA formatting is apparent, utilizing CCN template. References are properly cited within the paper. Reference page includes all citations; proper title page and introduction are present and evidence of spell and grammar check is obvious. Less than three errors are noted.  **20 points** | Content is mostly organized, logical, and grammar, punctuation, spelling, and sentence structure are correct. APA formatting is apparent, utilizing CCN template. References are properly cited within the paper. Reference page includes all citations; proper title page and introduction are present and evidence of spell check and grammar check is obvious. Four to six errors are noted.  **18 points** | Content is somewhat organized, logical and grammar, punctuation, spelling, and sentence structure are correct. Minor APA formatting errors exist. References are properly cited within the paper. Reference page includes all citations; proper title page and introduction are present and evidence of spell check and grammar check are *not* obvious. Seven to 10 errors are noted.  **16 points** | Content is somewhat organized, but may lack logic. Several errors occur in grammar, punctuation, spelling, and sentence structure. Major APA formatting errors exist. Reference page does not match up with in-text citations, i.e., references may be missing for in-text citations, or references appear with no comparable in-text citation.  Eleven to 15 errors are noted.  **8 points** | Content is disorganized and writing has numerous grammar, spelling, or syntax errors. APA formatting was not used. Spell check and grammar check are *not* obvious. More than 15 errors are noted.  **0 points** |
| Total Points Possible= 200 | | | | | |