**Attending Registered Nurse**

Meeting Minutes

Wednesday June 1, 2022

12:00 – 1:00PM

Hybrid on Zoom & in Austen 325

**Presiding:** Christina Alexander, Cori Fogarty

**Coach:** Gino Chisari

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| Agenda Item | Discussion | Action |
| Welcome/Introduction to New/Returning ARNs | Christina and Cori called the meeting to order at 12:00PM with 10 ARNs present on Zoom and 2 ARNs in person. | Noted |
| Conflict Engagement with Gino Chisari | * Conflict=Failure of expectations * Types of conflict * Relationship * Task * Process * Status * Natural Tendency * Avoider or Seeker * Nurses tend to be avoiders * Conflict ≠ confrontation * Baby boomer RNs being replaced by millennials * Hierarchical ways of thinking are no more * Ex: physician at the top * As ARNs- always assess the situation including the many ***people*** you interact with * We want to be assertive over aggressive * Fast paced, busy environments with many newer staff * ARNs are viewed as experienced leaders on the unit * Important to pause and be aware of how you come across * Thomas-Kilmann Conflict Instrument * ↑assertiveness=competing (win/loss) * ↑Cooperation=accommodating (someone wins & someone ***may*** lose) * Collaboration=highly assertive AND cooperative (where we want to be) * Fully integrated for the good of the outcome * Emotional Intelligence for Successful Conflict Engagement * Self-awareness (ARN group) * Leadership development * Certification * Going back to school * How to be better at all of your various roles * Self-regulation * Norms, policies & procedures, institutional structure * Empathy * Understanding emotions * Motivation * Engaging * Social Skills * Key parts of managing a conflict * Understanding your counterpart * Identify the type of conflict * Consider organizational context * Determine your goal * Decide on an option=outcome of your assessment * Prepare for discussion * Keep an open mind * Consider the other party’s perspective * Consider culture- work environment * Plan your message – Rehearsal is key! * Right time, right place * Step back if emotions are high * The conversation * Manage/be aware of your emotions & trigger points * Frame the conversation using “I” statements rather than “you” statements * Focus on the goal * Listen well & be heard * Body language, tone, and vocabulary need to align to send a cohesive message * Keep it respectful and professional |  |
| Check In | * Christina & Cori seeking feedback re: hybrid vs virtual meeting format | * Likely plan for future survey of ARN group to see preferences * Please e-mail Christina or Cori if you have an opinion on the matter |