**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
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| 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
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