

KEYNOTE PLENARY PRESENTATION

Liz Crowe, BachSW, PhD(c)

Title:

CONFLICT VS CONFLICT: conversations that have the power to destroy and the power to reinvent.

Is conflict in conversations inherently evil or good? In an age where there are suggestions that burnout, incivility and bullying in health are at pandemic rates one can assume that conflict should be avoided at all costs. That what we need is a culture of compromise and compassion. Yet compromise can be the antithesis of understanding and growth. In health we need to understand the interplay between psychological safety, learning, high functioning teams and innovation with that of conflict. We do not need to avoid conflict. We cannot avoid conflict. When conflict is left untouched it grows like a weed. Unresolved conflict is never benign on individuals, teams or culture. Therefore, we must get better at discerning what conflict is worth investing in and what conflict is must be held to account. Conflict has the power to transform. Conflict can only be constructive rather than destructive when conversations occur from a space of shared vulnerability, where language is spoken with responsibility and ownership and when people are less interested in justification and more interested in curiosity and understanding. If someone is passionate enough to fight with us openly in health, we need to hear and understand. If conflict is about individual power and personality than we need to be prepared to take the same principles of conflict to the open and highlight their behaviour. The cost of incivility on humans, error, safety, retention and wellbeing is well documented and often leaders and teams alike have no sense of what to do about it. This talk will examine all areas of conflict within health. How robust conversations and open conflict can revolutionise thinking and outcomes in health and why destructive conflict needs more open communication.

KEYNOTE WORKSHOP

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Title:

DEBRIEFING FOLLOWING ANY EVENT THAT CAUSES GLOBAL DISTRESS IN THE TEAM

Whether it is a medical error, an unexpected death, conflict in the team or a colleague who has died unexpectedly one of the greatest resources available to us is the ability to come together and talk in a facilitated, safe and confidential environment. Not just conversation – a structured debrief that allows real and honest communication where we examine what occurred, leadership and system success and failure, delegation, operational procedures, emotions and learnings and the psychoeducation of acute critical stress symptoms and recovery. Debriefing of events that have caused distress in the team has benefits for teams, individuals, and patients. Levels of social support and quality of personal relationships are positively associated with good mental health and wellbeing and having a debriefing framework in place can build on these important indicators. This interactive workshop explores the ‘why’ and ‘how’ of debriefing. It will debunk the myth that all debriefing is ‘dangerous’ and highlight the debriefing work that continues in the defence forces and emergency services. The workshop aims to give participants a strong foundation to building a debriefing foundation within their own organisations.