



about
RESOLUTION
Healthcare Mediation & Negotiation

Engagement and Influence for Allied Health Practitioners in Multidisciplinary Teams

Why?

“Show me a team who can *negotiate*, who can *problem solve*, who are *cohesive*, who *trust each other*...

who you also worry about from a patient safety and clinical governance perspective?”



Neuroleadership

Status

Certainty

Autonomy

Relatedness

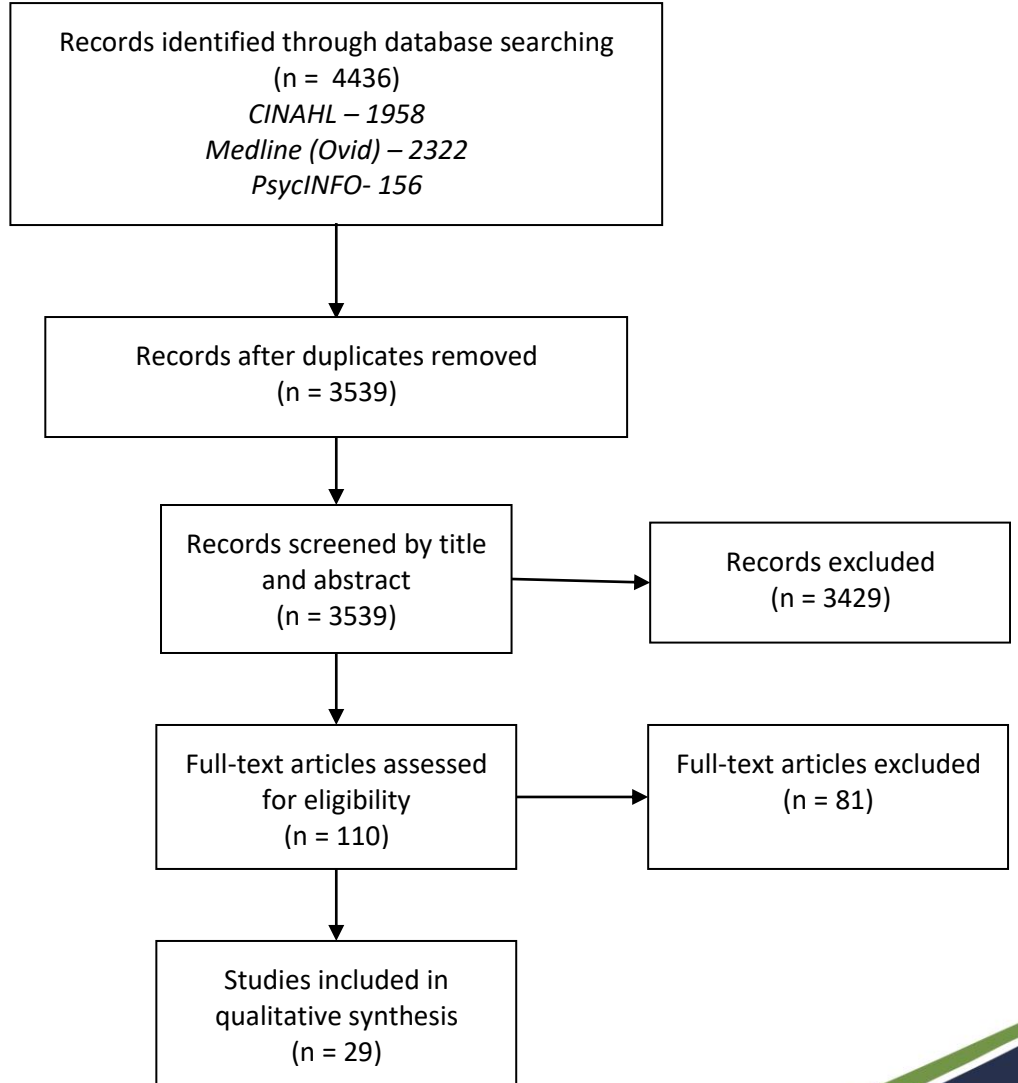
Fairness

Identification

Screening

Eligibility

Included



Status

Our sense of importance relative to the other

- professional specialisation in healthcare and associated competition over rights to perform certain types of interventions or scope of practice,
- the requirement to collaborate,
- the tendency for healthcare settings to have expansive hierarchical management structures

Certainty

Our ability to perceive patterns, predictability, clarity in our environment

➤ Complexity in healthcare

Autonomy

Our ability to control our environment

Relatedness

Our sense of being around friend or foe

Fairness

- Divergent ethical responsibilities
- Bioethical dilemmas
- Perceived ethical differences between professions

7 Strategies for influence and engagement

1. Interprofessional education
2. Expert level feedback
3. Build a communication practice for influencing upwards
4. Make implicit concepts explicit
5. Allow others to make decisions about how they work with you
6. Engage in small work groups or supervision
7. Align tasks, goals and emotional bond

Thank you! Read more here:

Freedman, B. (2019). Risk factors and causes of interpersonal conflict in nursing workplaces: Understandings from neuroscience. *Collegian*