

Diversity Leadership Fellowship



Goals and Objectives

1. Discuss strategies that can be used to solve conflicts
2. Overview of OARS
3. Overview of negotiation skills
4. Practice conflict resolution



Agenda



Assignments

Briefly discuss the assigned materials



Practice

Practice assigned prompts on hypothetical interactions



Reminders

Describe



Questions



Individual Development Plan (IDP)

- **Located on CANVAS**
- **Please complete one for each of your projects, example (clinical, research project, mentoring, etc.)**
- **Once completed, email Mackenzie to schedule a meeting with either Sean or Iris**
 - **Cecilia – Sean**
 - **Ro-Jay – Sean**
 - **Fenton – Iris**
 - **Chris – Iris**
 - **Asia – Sean**



Motivational Interviewing

O.A.R.S. is a skills-based model of interactive techniques adapted from a client-centered approach, using motivational interviewing principles. These skill-based techniques include verbal and non-verbal responses and behaviors. Both verbal and non-verbal techniques need to be adapted to be culturally sensitive and appropriate.

The OARS Model includes four basic skills:

O = Open Questions

A = Affirmations

R = Reflective Listening

S = Summarizing



Negotiation Article by Dhruv Khullar

- What elements of the OARS questions did the attending physician used to negotiate with the patient that was about to leave AMA?
- What do you think of the attending's strategy of "labelling" the patient's feelings?
 - "I understand your frustration and apologize for the delay"
 - Have you used a different approach or a different phrasing to this one? Which one?
- What do you think of the "negotiation" definition that the author gives?

Leadership for Society Podcast

- **What are your thoughts about the discussion in this podcast?**
- **How did you feel when the host push back on his guests about his point of view on DEI?**
- **What do you think about his comment about, “I cannot show up to work the way that I am at home”?**



Practicing Prompts

What are some conflicts that you have faced?
How have you handled them?

Prompt Practice

- 5 minutes for dramatization
- 5 minutes discussion of approach
- 5 minutes group discussion

Prompt 1



Ro-Jay manages a team of 3. All team members are hard workers that meet often to review the current projects. During multiple meetings, you've noticed that one of your colleagues frequently interrupts another one of your colleagues. This creates an uncomfortable atmosphere between the team.

Although addressing the situation can make you uncomfortable, you now have an opportunity to speak to the colleague that is frequently interrupting the meetings. Using Mol skills, how would you address this?



Prompt 2

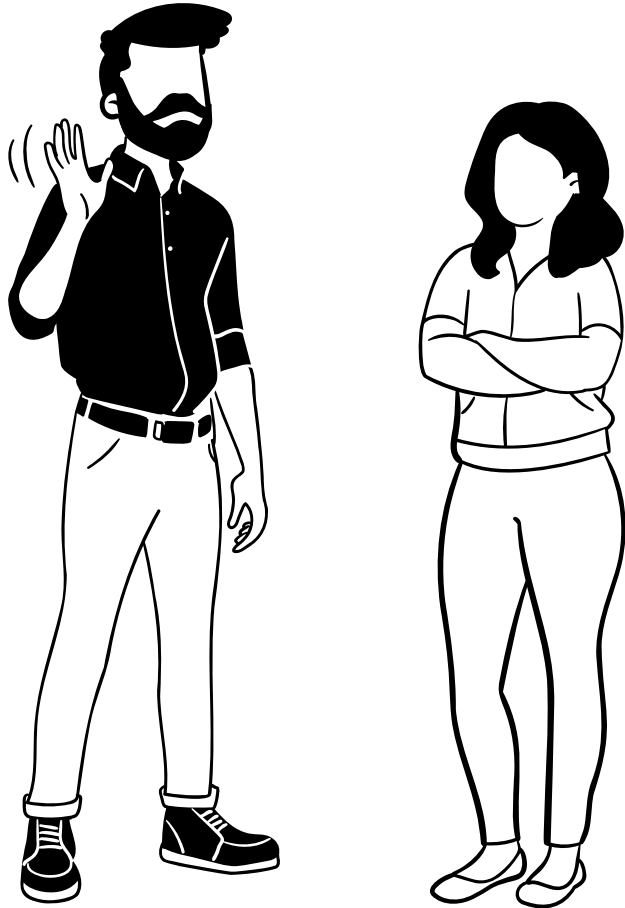


Asia manages a team of 3, Keyla, Megan, and Cooper. All team members are hard workers that meet often to review the current projects. During multiple meetings, you've noticed that Keyla frequently interrupts Megan. One day, Megan calls you and begins to explain her frustration with being interrupted by Keyla. In addition, Megan expressed that Keyla has left a lot of pending action items required for completion of a proposal they are working on together. This leaves Megan with the task of completing her work and Keyla's work too. She is desperately crying while telling you this over the phone.

How would you react to her during this call?



Prompt 3



Fenton, while you are finishing your notes after rounds in one of your nurse's stations, you overheard one of your residents calling a female team member “sugar”. You noticed from her tone and words that she didn’t like it and eventually walked away. Neither of them noticed that you were there. One of your colleagues has told you that this resident has been a little bit problematic. You are now alone in a room finishing your notes, would this be a good time to address this? What would you do?

Prompt 4



Chris oversees a three-person team working to recruit from the Latinx community. John and Fred are native English speakers while, Laura is native Spanish speaker. Fred speaks Spanish as a second language. During your weekly meetings, you notice that Laura blames Fred for the poor recruitment of Latinx participants because she feels that his Spanish is not that good.

You are now at your weekly meetings with your team. Fred announces that he has no interest in recruiting participants and would rather be assigned other activities within the team. Laura began becomes excited that she will be recruiting alone and says, “thank god”.

How would you handle this situation?

Prompt 5



Cecilia, as you are precepting a general IM clinic you have a young intern, Joan, with moderate to severe MS. She struggles running her clinic in time and you know that other attendings have asked other residents to see her last few patients' multiple times so that they can finish clinic on time. Some of the residents have complained about this between themselves and she has overheard those conversations.

She showed up angry to the next clinic session and rushed through patients, leaving incomplete assessments and history details when she presents the cases to you. Which is unusual for her. When it's time for you to co-sign her notes, you noticed that some of the details that she discussed with you were not there and that she has not followed up with the patients regarding abnormal lab results. How would you discuss with Joan the issues that happened during her last clinic session with you?



Discussion

- What are your thoughts of today's session?
- How did these prompts make you feel?
- What did you learn from them?
- What would you take from today's practice into your daily life interactions?



Assignments

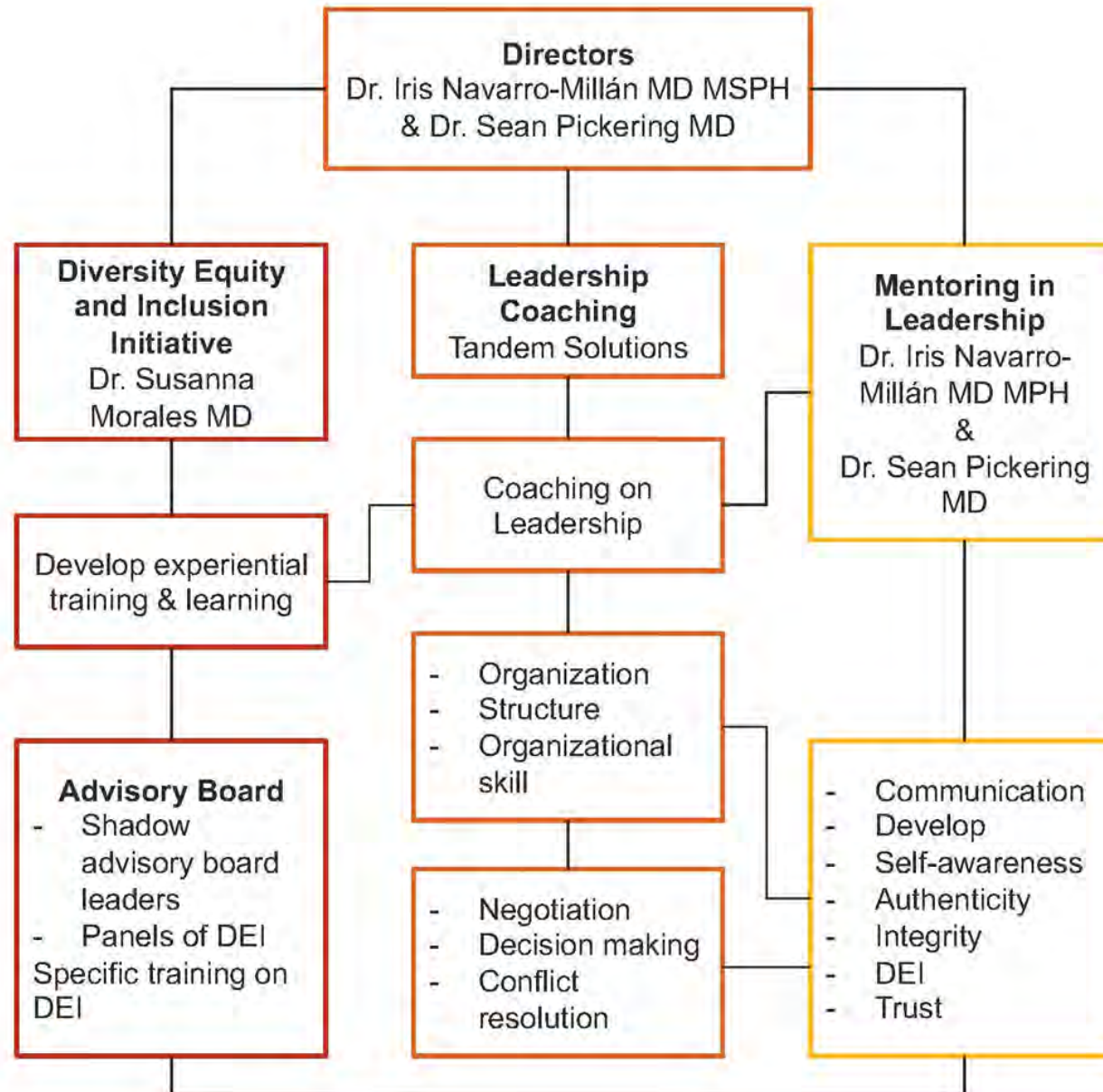
- **Complete the evaluations of your peer's performance today and complete one of yourself.**
- **Share it with your peer and post it on CANVAS**
- **Share an experience of a conflict that you had and that you thought that you could use Mol or OARS but that you did not. Think about how OARS would have been useful during that situation.**
- **Share how do you see yourself using OARS in upcoming meetings at work, with patients and their families, with your own family.**



Reminders

- **Complete the IDP plan for all your projects and schedule a time to meet with Iris or Sean.**
- **Arrange a time to pick up the book “Never Split the Difference” with Yuli or Mackenzie**
- **In person meeting with Jan next week Monday, April 25th, at Ladson House floor 3 LH-300**
- **Coaching Sessions:**
 - **Meetings with Jan**
 - **Meetings with Sean and Iris**
 - **Sessions with Susana Morales on DEI**

Fellowship Composition



Questions?

