

IMMEDIATE REACTION NOTICE

HOW TO FACE A HOSTILE BEHAVIOUR ?

- 1 Stay focused on the care of the patient
- 2 Use a level tone and behaviour. Be as “blunt and straightforward” as you are “respectful and positive”
- 3 Speak when the other person has calmed down
- 4 Show that you want to be constructive and reduce the tension by communicating in a positive way
- 5 Listen carefully without judgement, whether you agree or not with what is being said
- 6 Reflect back the other persons point of view to show him/her that you understand its importance
- 7 Ask the other person if they feel you have properly understood what they feel the problem is
- 8 From that agreement, foster a dialogue around a solution or compromise.

3 COUNTERPRODUCTIVE BEHAVIOURS

- 1 Running away from the conflict
- 2 Being aggressive in return
- 3 Replying in a sarcastic tone

HOW TO EXPRESS A DISAGREEMENT ?

The DESC method of conflict resolution in 4 steps

- ↓ **D**escribe what the facts of what happened – (appreciate that this is your viewpoint “I see that the situation as ... ”but don’t use the “you”).
- ↓ **E**xplain how this made you feel – ‘This made me feel...’
- ↓ **S**hare what you feel could be a positive, patient-focused solution – “I want to be sure that...Could you...”
- ↓ **C**ompromise – be prepared to compromise by exploring positive consequences of the solution for both parties

