

Not Enough People To Monitor The Claims

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Monitoring Claims

In today's twenty-first-century workplace, conflict seems to be inevitable. Conflict seems to have its place in every aspect of life, church, home, personal life, and work. The board of directors at the Macedonia church started a conflict when they agreed to install a pool in the gymnasium before discussing it with the trustees of the church. Siblings, Jade, and Melissa always argue about doing chores, and their parents continue to avoid each other. Tony, a self-employed mechanic, struggles with how to get his money from non-paying customers. In the workplace, managers and co-workers avoid discussing conflict on the job with the belief that it will someday go away on its own.

Well, conflict is not going to go away unless it is confronted and resolved as in this scenario about claims not being monitored enough. We will discuss the nature of the conflict, the root cause of the conflict. Next, we will discuss the response to the conflict and how the dispute will be managed, and the proposed solution for solving the conflict. In addition to discussing how secular experts handle the conflict, we will also examine the scriptures to learn what God has to say about resolving conflict.

Scenario:1 The nature of the conflict

Rhonda, a Business Analyst, along with four other co-workers, is responsible for reviewing claim reports every month. While checking the reports in February, she noticed that one system claim report showed variances in the number of eligible students eligible for free meals. Immediately Rhonda scanned the claim report and sent it to the school personnel, requesting them to send an explanation for the error. She then discussed the errors found in the report with her immediate supervisor and did not hear back from her for several weeks. Rhonda

became anxious and worried about not hearing from her supervisor and thought her supervisor was taking too long to respond to her urgent need to resolve the claim problem.

Scenario: 2 The root cause of the conflict

After two weeks of passed Rhonda's supervisor, Dr. Weiki, sends her an invite to attend a meeting with her to discuss her findings. When Rhonda walked into the meeting room, she could feel a cold breeze flowing from her supervisor's face. Dr. Weiki said, "have a seat, Rhonda." For a week, I have been investigating the parameters surrounding claims not being monitored enough and have been trying to get to the root cause of the problem. This error in the February claim report should have been spotted in the January report. I have talked to the claim unit supervisor and the finance unit supervisor to try and understand why this problem continues to evolve. I think we need to have one person to monitor the statewide claims, and I have discussed this with the finance department, and they agree, and that the new person hired in their unit can take on this responsibility. Rhonda, Dr. Weiki, asked, "who is responsible for monitoring the claims, and why do you think this problem exists?"

Scenario 3: My Response to the problem

Dr. Weiki, there are four of us that are responsible for monitoring the statewide monthly claim reports. We have the same training and follow the same written procedures for checking claims for variances, and here is a copy of our training manual and a copy of the processes that we use when checking claims. According to the procedures, each BSA, each month, print out the statewide claim report to review schools that have overclaimed meals. In addition to printing the statewide claim report, we print two additional reports, the claim reimbursable report and the system level report. After printing the reports, then we scan the documents and save them into an electronic folder on the computer. Next, we compose an email to the school personnel and copy

their area consultant, who will consultant them on how to adjust the claim. I think if we hire more professionals to monitor the claims, it will eliminate the problem of not having enough people to monitor them.

Scenario 4: Obtain help to manage the conflict

Dr. Weiki, met with the finance manager to discuss the possibility of the new person in their unit overseeing the responsibility of monitoring the statewide claims. She explained the change with the BSA's, and of course, they disagreed because they realized that if the new person oversaw the claims, it would take away 90 percent of their job. One of the BSA's suggested having a conference call with the finance team to discuss the possibility of the new hire monitoring the claims. We gave a count of the different type claims that we monitor and sent the report to the manager. The manager sent an invite to all the parties to attend a meeting.

Scenario 5: Proposed Solutions

Before the meeting with the finance team and the BSA's, my supervisor Dr. Weiki came into my office to discuss the possibility of transferring my job duty of monitoring claims to the new person in the finance department. The solution that I propose was not to take the claim monitoring responsibility away from the BSA's but to enhance our job by having the finance team train us in bookkeeping. Therefore, adding value to our work experience and hiring another BSA would help even out the workload. The following week the meeting was held with the finance team. The information presented was so overwhelming to the finance team, who are only responsible for monitoring the school's financial reports, they decided that one person could not check over a thousand claims, so the BSAs continued tracking claims. We will now turn to find out how the bible handles conflict in God's way.

Biblical Example of Resolving a Conflict

The bible has many scenarios about dealing with conflict and obtaining enough help to manage tasks. One such story is about the prophet Moses and how he sat alone to judge the people of Israel disputes. When his father-in-law Jethro, a priest, saw that he sat alone in judging the matters of the people, he decided to give him counsel on how to delineate the different tasks to other people (Ex. 18:17-26 KJV). What resonates with me about this story in the life of Moses is that his father-in-law saw how he was conducting the peoples' deputies, alone from morning to evening, and how it was causing conflict in his life. Jethro did not want that conflict to expand, especially seeing how God had used Moses to lead the children of Israel out of bondage from Egypt. I think, as Christians today, we should take on the Jethro approach and help to end the spread of conflict by stopping it in its tracks. An article by Bryan H. Sanders, "*Church Conflict: Good or Evil?*", mentions that "Jesus made it clear that we would experience conflict even as Christians (Luke 17:1 KJV)." Nevertheless, the good news is, He says, "Scripture lays out the proper way to handle conflict, and the Holy Spirit empowers us to deal with conflict competently (Sanders, 2011, page 1)."

Conclusion

Author Guffey and Loewy, in their book "*Essentials of Business Communication*," agree that the best way to handle conflict is first, acknowledge it and address the root of the problem openly with your team using the six steps to dealing with conflict: 1. Listen to make sure you understand the problem 2. Understand the other's position 3. Show concern for relationship 4. Look for areas of mutual agreement 5. Invent new problem-solving options, and 6. Reach a fair agreement; choose the best option (Guffey and Loewy, 2019, page 342)." This method mentioned by Guffey and Loewy may be slightly different from how the bible teaches Christians

how to handle conflict. Still, I believe using both secular and biblical principles will get you through any conflict that may arise in your life.

References

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