

- **Case 3** (Using conflict management & de-escalating communication skills) **1hr**

#### *Stage 1*

- Play video
- Discussion (Answer the following questions in a paragraph)
  - **What tool could the nurse have used when giving a report to help her give Dr. Craig the information he needed to determine what actions he needed to take?**
  - She should have used the SBAR tool, as it is a way to communicate to the Doctor all of the important information needed.
  - **Is Dr. Craig being unreasonable?**
  - No, he has a good point that she did not give the information he needed or ask for, which resulted in him panicking to get to the hospital. If the right tool was used, he would have been aware of the situation, instead of rushing in and not knowing anything about it, rather than the fact that he fell.

#### *Stage 2*

- Continue video
- Discussion (Answer the following questions in a paragraph)
  - **Why has Beverly asked Dr. Craig to go to the conference room with her?**

Beverly wanted to get further details about this situation in a more private area.

#### *Stage 3*

- Discussion (Answer the following questions in a paragraph)
  - **How well do you think Beverly addressed the provider's concerns? Anything she might have added?**  
She was panicked, not communicating as she should. She should have added more important detail regarding the situation.
  - **Do you think Beverly should have addressed the provider's negative comments to the nurse ("I don't want to waste any more time talking to you.")?**
  - She should relay how upset and belittles sara felt, and suggest that next time, he should better communicate his concerns and worries.
- Answer the quiz style questions at the end of this stage

#### *Stage 4*

- Continue video
- Discussion (Answer the following questions in a paragraph)
  - **What do you think about the way Beverly is introducing SBAR to her unit and hospital?**

- She did great, being sure to hit all the details and risks associated that the SBAR would limit.
- Answer the quiz style questions at the end of this stage

*Stage 5*

- Continue video
- Discussion (Answer the following questions in a paragraph)
  - **What are your impressions of Beverly as a leader?**
  - She is sure to include her staff in the decisions being made.
  - **Would you like to work with her?**
  - Yes, she cares about their concern and opinions.
  - **What might be some of the downfalls of a transformational leadership style?**
  - None, as it provides for a great working atmosphere.