

Developing the “Courage” to Improve Patient Care Through Novel Conflict Resolution Skills: Dr. Phyllis Kritek Leads Stellar Faculty at LEAD Summit 2007

The Center for American Nurses’ first annual educational conference, LEAD (Leadership, Education, Advocacy, Development) Summit 2007, being held May 17-19, 2007 in San Antonio, focuses on empowering nurses to improve their workplaces for both themselves and their patients. Patient care is impacted through multiple facets, especially the ability to navigate the numerous conflicts that occur at every level and aspect of nursing, from patient-caregiver interfaces to caregiver-management relationships and every permutation in between.

Dr. Phyllis Kritek, a global nurse scholar and writer on conflict resolution, organizational and leadership development, gender and diversity communications, generational relationships and globalization will focus on empowering attendees with the tools and knowledge to make themselves their own best advocates. As Dr Kritek notes:



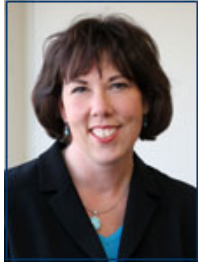
”Ever wonder what the future would look like if all the people who irk you would just disappear? What if there were an alternative? You probably won't have the opportunity to disappear all those people. You will have the opportunity to develop new competencies and skills that make you feel better about your relationships with them. This is creating your own future and your own environment at its best! The choice is yours!!!

The best news about conflict management is how much of it depends on the competencies of the participants. Although we are always tempted to imagine an outcome where these "problematic people" finally get "fixed", the reality is that imagining a future of improved conflict management is in our hands. We can't really fix people. It is however possible to increase our competencies in dealing with the conflict they create.”

She is noted for her unique ability to create conceptual maps that assist individuals and groups in grappling with challenges and dilemmas and is published extensively in peer-reviewed journals and books. Her seminal works on conflict resolution and healing, *Negotiating at an Uneven Table: Developing Moral Courage in Resolving Our Conflicts* (translated into Arabic and Spanish) and *Reflections on Healing: A Central Nursing Construct* are reference standards. She also has served on the editorial board of several nursing journals, including editor of *Nursing Forum* from 1989–1992.

Her numerous distinguished academic and professional positions include Dean of Nursing at Marquette University; founding director of the doctoral program in nursing and director of the Center for Nursing Research at the University of Wisconsin-Milwaukee; Florence Thelma Hall distinguished professorship in nursing and founding director of the doctoral program at the University of Texas School of Nursing at Galveston; fellow of the American Academy of Nursing (AAN); President of the Board of Trustees of the Commission on Graduates of Foreign Nursing Schools (CGFNS); and is a past recipient of a Kellogg National Leadership Fellowship.

Complementing Dr. Kritek, Debra Gerardi of the Werner Institute for Negotiation and Dispute Resolution and an adjunct professor of Law will focus on identifying and deploying effective conflict resolution strategies to address conflicts encountered in the current health care environment to improve both patient care and workplace environments. Ms. Gerardi has held executive positions at Stanford University, Kaiser Permanente and UCLA Medical Center.



This is an opportunity to learn and deploy tools that are in line with a new JCAHO proposed conflict management strategy that shifts from an expectation about resolving conflicts successfully to acknowledging that not all conflicts can be resolved. As nurses who are the "behind the scenes" primary conflict managers in health care organizations, we have the "job" and ability to imagine a future where excelling in conflict management is not only practical, it can even increase our job satisfaction.

This also continues The Center's ongoing pioneering work in conflict management, more of which can be learned about at <http://www.centerforamericannurses.org/advocacy/survey.htm> .

In addition to these enriching sessions, there will be e-learning labs, special sessions, concurrent sessions and numerous poster presentations to go along with numerous networking and learning opportunities with leaders, peers and exhibitors. Individuals attending all of the qualifying sessions can earn up to 14.5 CEs. LEAD Summit 2007 is designed to empower all nurses to become their own best advocates in their workplace.

To find out more, please visit www.LEADSummit2007.org or call 301-628-LEAD (5323).

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