**ASSIGNMENT 3 - CONFLICT MANAGEMENT PAPER RUBRIC (20%)**

**STUDENT NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ GRADE: \_\_\_\_ /20**

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| CRITERIA | DETAILS | MARKS |
| Introduction | Key statement (attention grabber). Thesis statement (purpose and goal) | 1 |
| Aspects of Conflict | Discuss a minimum of 2 positive and 2 negative aspects of conflict. Include examples to illustrate these.  *Provide supporting evidence for this discussion*. | 4 |
| Personal Experience | Briefly describe a personal experience where you have encountered conflict either directly or indirectly. The conflict must relate to a nursing context. | 4 |
| Reflecting on the process, identify any patterns of behaviour on your part. Apply these patterns to any other conflict in which you have been involved.  *Provide supporting evidence for this discussion*. |
| Negotiation and Resolution | Reflect on the conflict-resolution process and discuss what was done, or should have been done, to improve the situation under discussion. Apply the CNO guidelines for conflict resolution.  Describe the steps that you would or could use to make the resolution even more successful and how you would negotiate to improve the situation.  Analyze what you have learned about conflict resolution and discuss how you will personally apply this in your nursing practice for successful negotiation and resolution in the future.  Identify something that you could have improved, or wished that you had knowledge to incorporate.  *Provide supporting evidence for this discussion*. | 6 |
| Interprofessional  Relationships | Define interprofessional care.  After reflecting on conflict resolution strategies, discuss what might cause conflict in interprofessional relationships.  How might interprofessional conflict influence effective patient care?  *Provide supporting evidence for this discussion*. | 4 |
| Conclusion | Summary of key points. Clear link back to the thesis (purpose) statement. | 1 |
| Total |  | /20🟋 |

**🟋This paper will be graded following the Practical Nursing Program GRADING STANDARDS FOR SCHOLARLY PAPERS (see course pack).**

**INSTRUCTOR COMMENTS:**

GUIDELINES

* Write a scholarly paper about conflict-resolution.
* Five pages in length.
* Report format (see *Cites and Sources*)
* Minimum of 4 scholarly articles required (review criteria for *Scholarly Journal*)
* Maximum of 1 textbook and 1 non-scholarly source (newspaper, editorial) permitted.
* College of Nurses of Ontario Practice Guideline *Conflict Prevention and Management* [#47004] required.

This paper will be graded following the Practical Nursing Program GRADING STANDARDS FOR SCHOLARLY PAPERs (see course pack).

**EXPECTATIONS**

* The paper will focus on the theory and application of conflict resolution strategies.
* Using first person, describe a situation of conflict you have encountered. The conflict you describe must be related to nursing and focus on an incident in which you have been involved, either directly or indirectly (*directly = you were in the conflict; indirectly = you observed the conflict between a nurse and another person*).
* Describe the outcome of the incident; including any behaviours that surfaced during the conflict. Discuss whether or not you view these behaviours as commonplace when you encounter conflict.
* State whether the conflict was or was not resolved. If you are unaware if the conflict was resolved (if it involved other people), describe how you feel it ended based on what you observed.
* Reflect on the conflict-resolution process and discuss what was done, or should have been done, to improve the situation under discussion. Describe the steps that you would use to promote a positive resolution.
* Analyze what you have learned about conflict resolution and discuss how you will personally apply this in your nursing practice for successful negotiation and resolution in the future.
* Define Interprofessional care and discuss what might cause conflict in interprofessional relationships, how this conflict might affect patient care, and strategies to avoid interprofessional conflict.