



Teamwork & Conflict Resolution

A multidisciplinary team is a group of healthcare professionals from various disciplines working together to provide specific services to consumers (e.g.: nurses, physicians, social workers, and peer recovery coaches working together to treat individuals who face substance use disorder). This model of care improves health outcomes by more efficiently using resources and increasing collaboration across multiple sectors ([Epstein, 2014](#)).

While highly effective for reducing adverse events, this model often presents unique challenges for participating professionals. It tasks teams with improving communication and conflict resolution skills, in order to reap the benefits of enhanced collaboration. We know that conflict, if handled poorly, can damage professional relationships and lead to feelings of frustration and disappointment; however, when managed effectively, it expands learning opportunities, strengthens relationships, and improves care for service recipients ([Frugé, Sprehe, Loftis, Brown-Hellsten, Bruce, 2020](#)).

Source: [Psychology Today](#)

Tips on Conflict Resolution

Embrace Vulnerability: A heightened ‘flight-or-fight’ response is often triggered during times of conflict. This might lead to us verbally attack another, or to avoid confrontation all together. By verbalizing feelings of vulnerability, we can help lower defenses all-around. This openness allows for improved communication and conflict resolution.

Use “I” Statements & Model Accountability: Using statements that focus on blame or that attack the opposing party, can be a natural reaction to having a conflicting point-of-view. It’s important to remain self-aware of your “knee-jerk” responses and feelings surrounding a situation. What strong beliefs do you hold? How is this influencing your response? Can you first seek to understand what is being expressed, rather than try to prove yourself right? Take a moment to think through your statements and ensure you are owning your responses in a respectful manner.

Respond: The best way to diffuse conflict is to signal that you want to settle it. Demonstrate your appreciation for your teammates contributions and respectfully agree to disagree.

*"The harder you work for something,
the greater you feel when you achieve it"*



WINDY DAVIS
CERTIFIED PEER RECOVERY SPECIALIST
LIFEBRIDGE SINAI HOSPITAL

Coach-Connect

This week we would like to congratulate Windy Davis on successfully passing her Certified Peer Recovery Specialist exam! The team at LifeBridge Sinai Hospital is very proud of Windy’s diligence and self-motivation during this pandemic. Passing this exam reflects Windy’s dedication to her professional journey and the goals she set when she began her work as a Peer Recovery Coach. Additionally, Windy also obtained her Supervisor Certification! KUDOS to you Windy!

Check out our [website!](#)

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Self Care: Improving Self-Talk

Taking care of yourself starts with changing the way you speak to yourself. When we are deliberately kind to ourselves, we begin to notice shifts in our behaviors and attitudes.

Be Mindful:

1. Develop a **mindful awareness of your thoughts**. By noticing how you automatically respond to situations internally, you can recognize counterproductive thoughts. Practice stopping negative thoughts in their tracks. By becoming more aware of the tone of your self-talk, you will be well on your way to positively shifting your inner critic.

Take Control:

2. Take control of the conversation. The reality is, we all have an inner critic. It is challenging to deal with a voice that is constantly berating us about our own shortcomings. Caring for yourself means catching critical self-talk and replacing it with a more affirming inner narrative. If you struggle with this, imagine talking to yourself as you would a small child. Be kind, encouraging, gentle, and generous with the messages you send to yourself. Be reasonable with your expectations and extend acceptance and forgiveness to yourself.

Self-care is important, and there is no doubt you will benefit from doing more of it. To reap its benefits, you must believe you are worthy and give yourself permission to make self-care a priority. Your self-talk is precisely the thing that will make the difference between being open to self-care or neglecting your needs; so take stock of how you're speaking to yourself, and challenge yourself to make it more caring ([Psychology Today, 2019](#)).

In the News

It has been around two months of "quarantine" for many and the urge to get out and enjoy summer is real. But what is safe? Your personal risk depends on your age, health, prevalence of the virus in your area, and the precautions you take. There is no such thing as a zero-risk outing right now. As states begin allowing businesses and public areas to reopen, decisions about what is safe will be up to each individual. It can be helpful to think through risks the way health experts do.

According to Dr. Miller, an epidemiologist at Ohio State University, "**we can think of transmission risk with a simple phrase: time, space, people, and place.**" His rule of thumb: the more **time** you spend and the closer in **space** you are to any infected people, the higher your **risk**. Interacting with more **people** raises your risk, and indoor **places** are riskier than outdoors.

According to Dr. Landon, an epidemiologist and infectious disease specialist at University of Chicago Medicine, we should "always choose **outdoors** over **indoor**, always choose **masking** over not masking, and always choose **more space** for **fewer people** over a smaller space."

You may learn more about the risk of summer activities [here](#).

Do you want to submit something to be featured in the Mosaic Minute? Let us know!

Please reach out to us with your success stories, questions, pictures, or any other materials you would like to see highlighted [here](#). If you would like to submit pictures or any artwork, please send us an email! If you have not already, please feel free to give us feedback by filling out this [survey](#).

***Thank you for all that you do
on the frontlines!***