### COURSE OF ACTION: Principled Communication
- Harvard Interest Based Model (Five Steps)

1. Create Environment Conductive to Dialogue
2. Move from Positions to Issues - Create Agenda
3. Explore Each Issue - uncover underlying interests and needs of participants
4. Brainstorm Solutions
5. Create Agreement and Process for Implementation

### COURSE OF ACTION: DRAMATIC TRAITS

- Dramatic Traits
  - Staring others
  - All or nothing behavior
  - Not self aware
  - Explosive emotion
  - Intense focus on imagined rights
  - Passive aggressive behavior
  - Anti-social behavior

### COURSE OF ACTION: AN ENDURING PATTERN OF CONDUCT THAT DISTURBS THE WORK ENVIRONMENT

- A Pattern of:
  - Inappropriate communication
  - Name calling
  - Shaming other
  - Uncontrolled anger
  - Threatening alienation
  - Public displays
  - Googling false information to blame others

### COURSE OF ACTION: DSM V
- Civil Litigation
- Criminal
- Psychosis
- Addiction
- Sociopathic

### COURSE OF ACTION: BIFF - Brief, Informative, Friendly, Firm
- Edy, Supra

1. Listen, Maintain Consistency and Objectivity
2. Create Structure
3. Reframe
4. Create Consequences - Seek to engender shared responsibility for problem solving

### COURSE OF ACTION: SYSTEMS IN PLACE
1. Systems in Place
2. Refer to Applicable Code of Conduct
3. Enlist Support
4. Follow a Consistent Process - Begin with non disciplinary dispute resolution
5. Review and Investigate
6. Determine Etiology of Behaviour
7. Take Action
   - Each side has rights and responsibilities
   - Consequences
   - Review
   - Interest based Process
   - Monitor

### Source Material
- Health Professionals Act, Hospitals Act, Human Rights, Privy Legislation
- AHA Code of Ethics
- CPUSA Code of Conduct
- Standards of Professionalism, Values, Standards of Practice
- Hospital Nurses and Regulations(HNRC)
- Anti Code of Conduct
- AIM, HA Code of Conduct
- Clinical Pharmacy Agreements

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