

A PRESCRIPTION FOR PROFESSIONAL
WELLNESS

PODCAST
Workbook

Conflict Resolution &
Effective Communication

By Amy Oliver and Dr. Carly Crewe

Sponsored by The Ontario Pharmacists Association



ONTARIO
PHARMACISTS
ASSOCIATION

Advocating Excellence
in Practice and Care

Amy Oliver
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eunoia medical
in pursuit of a well mind

A Message From

THE ONTARIO PHARMACISTS ASSOCIATION

The Ontario Pharmacists Association (OPA) is pleased to present this 8-episode podcast series entitled 'A Prescription for Professional Wellness'.

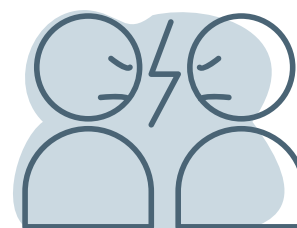
OPA recognizes the need to support the wellness and engagement of the pharmacy community. Pharmacy professionals spend day in and day out being active members of our patient's care teams and giving so much in order to promote the health and wellbeing of others. Now, more than ever, we need to focus on taking care of each other, and ourselves so that we can move from surviving as a profession to thriving.

The past two years have been the most demanding of the pharmacy profession and of society. We are proud of the work you have done and the contributions you have made. This along with a clear awareness that frontline pharmacy providers have sacrificed many things, including pieces of themselves, to continue to serve our communities.

This podcast is one of the initiatives OPA is putting forth to help promote professional wellness, prevent burnout, and move forward fully engaged in the meaningful work of all pharmacy professionals as we strive to serve our communities now, and into the future.

A NEW VIEW OF CONFLICT

Much of our growth and social progress comes from the opportunities we have to discover creative solutions to conflicts that surface in our lives.



MEANINGFUL CONFLICT

Meaningful conflict can be the key to producing healthy, successful organizations because conflict is necessary for effective problem solving and for effective interpersonal relationships.



“The single biggest problem in communication is the illusion that it has taken place.”

- George Bernard Shaw

STEPS TO MANAGE CRUCIAL CONVERSATIONS

1. Approaching a crucial conversation - Start with yourself

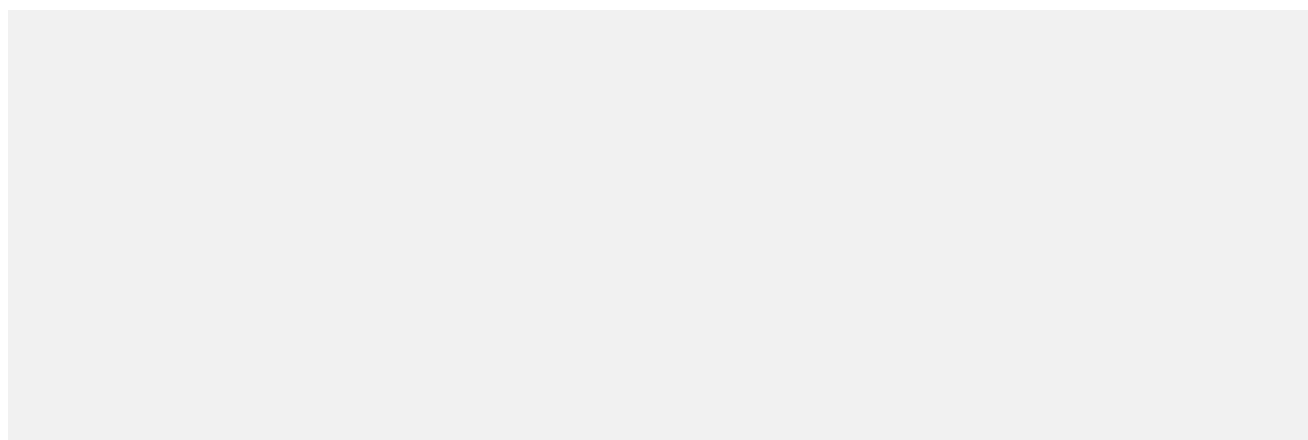


7. Turning crucial conversations into actions

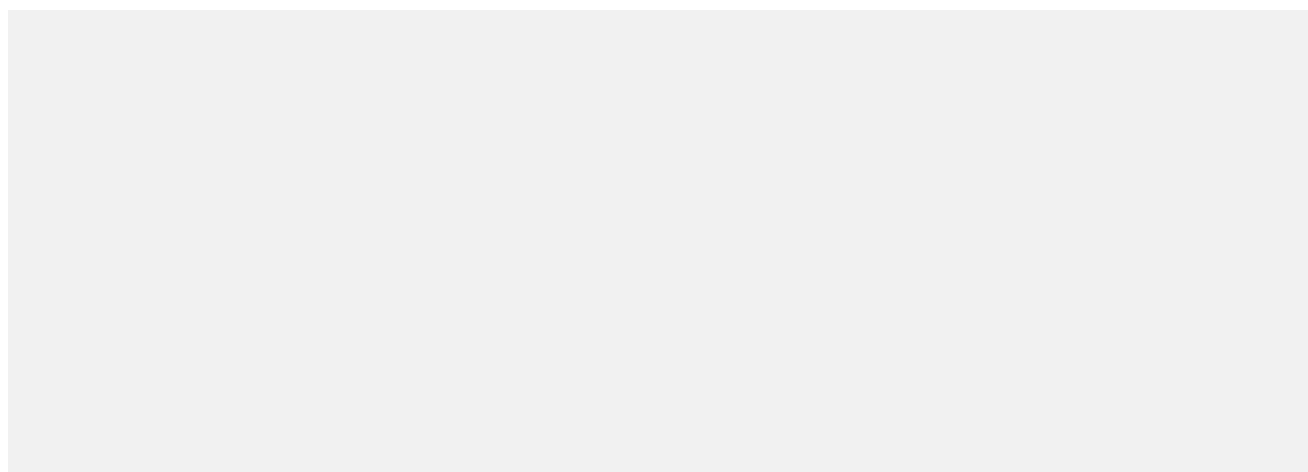
Personal Reflection:

PUTTING CONFLICT RESOLUTION SKILLS TO USE...

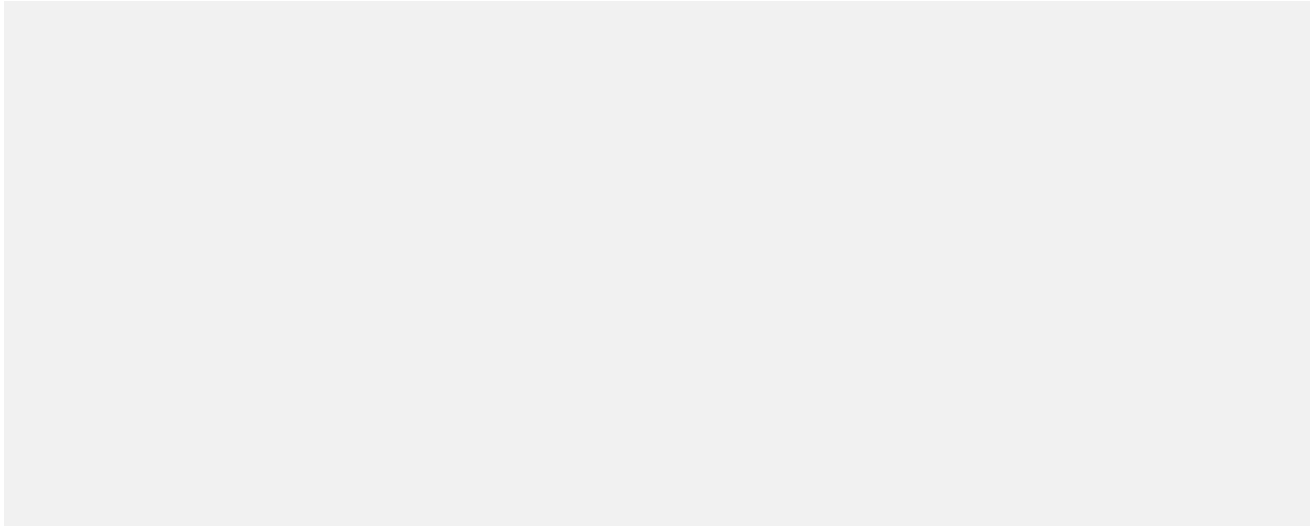
Think back to a challenging times when you experienced conflict with another person. Describe the conflict (Who was involved? What was the conflict about? Where and when did the conflict occur? Was this a one-off conflict or a pattern? What other details were important to note?)



What indicators suggested you were in conflict? How did you know you were in conflict with another person? What thoughts and emotions came up?

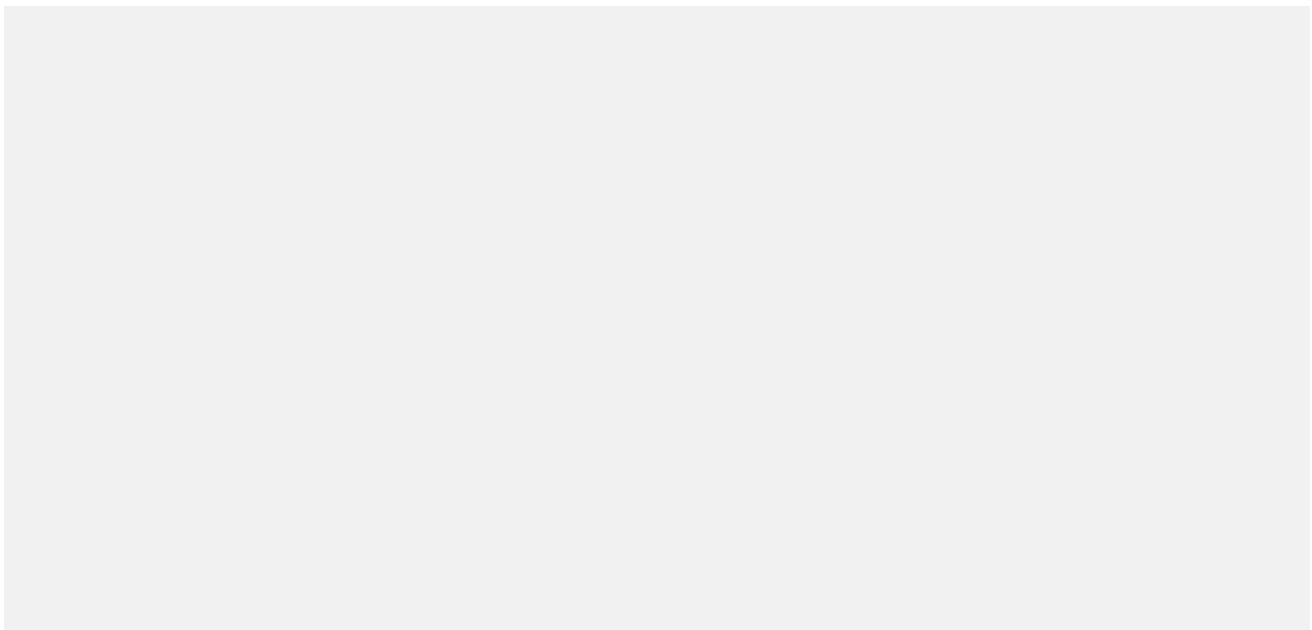


What do you see as not really “conflict,” but perhaps less than ideal outcomes within your family, friendships, or workplace?

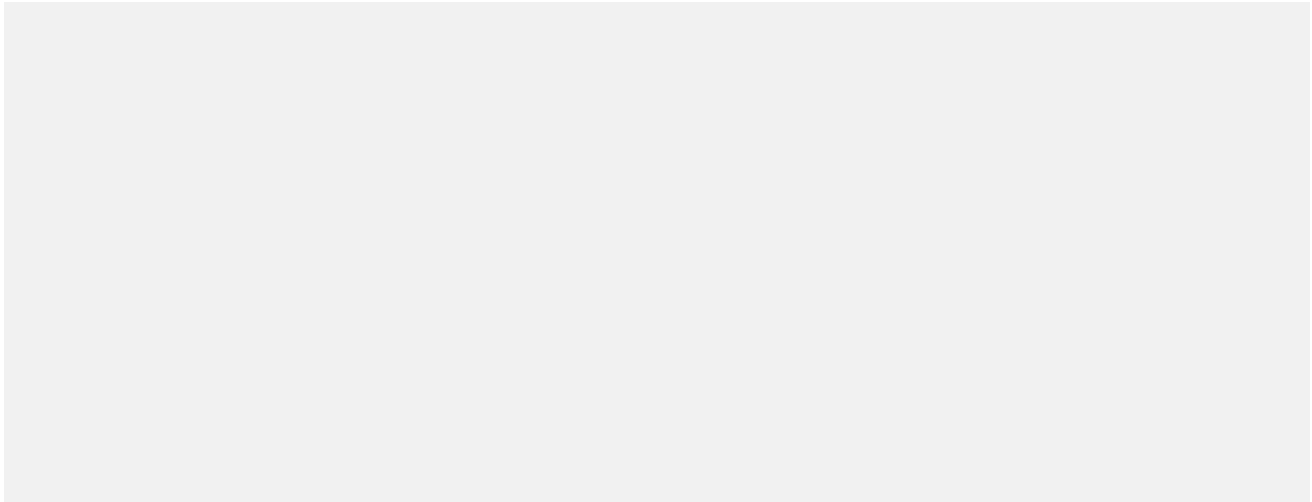


What would you like to fix in these scenarios?

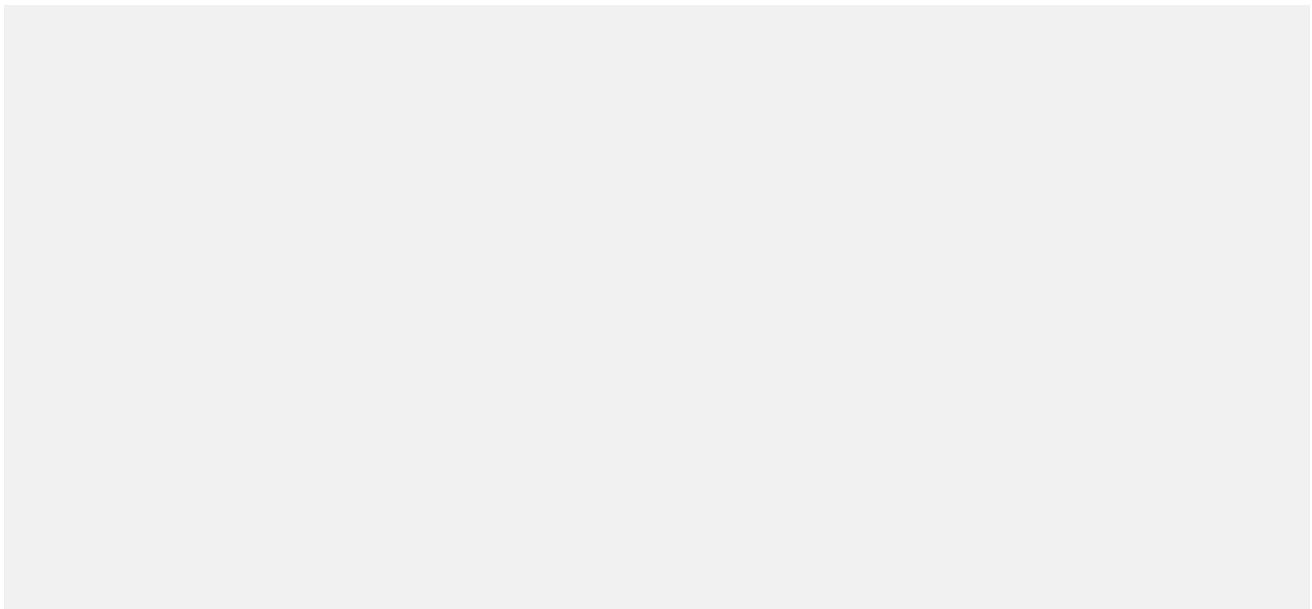
- What good results are you currently unable to achieve?
- What problem are you always trying to fix?
- What do people gripe about? What do people complain about at home and at work?



Think back to a moment that was challenging, where you wanted to respond in a way that was effective, but instead you responded in a way that was less than your best. In crucial conversations, these are listed as “crucial moments.” Write them down below, it can be in your personal or professional life.

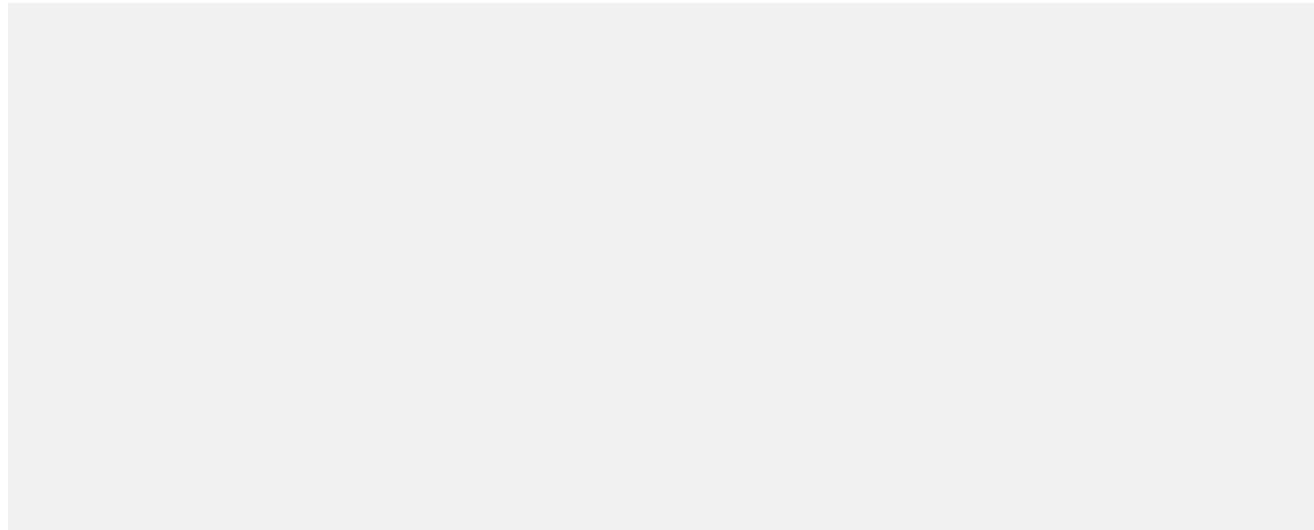


Imagine you are having an effective conversation in these crucial moments and you learned how to handle the situations well. What do you think are key things you could improve on to make this conversation more effective and improve the results significantly?

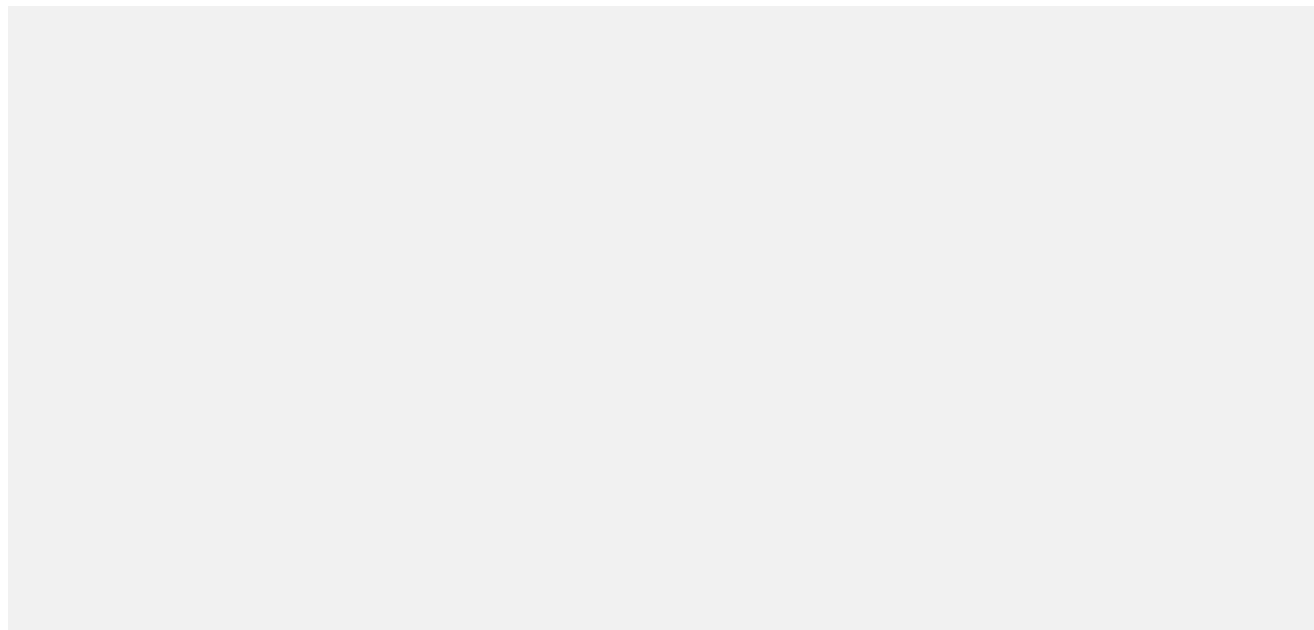


Unpacking content, issues, patterns and relationships

- Content: Start with the facts, what is the facts in the conflict?
- Issues: What are the major issues that are coming up for you?
- What patterns do you notice in the way you are dealing with the conflict?
- What are the patterns of others' behavior?
- What are the impacts on the relationship?

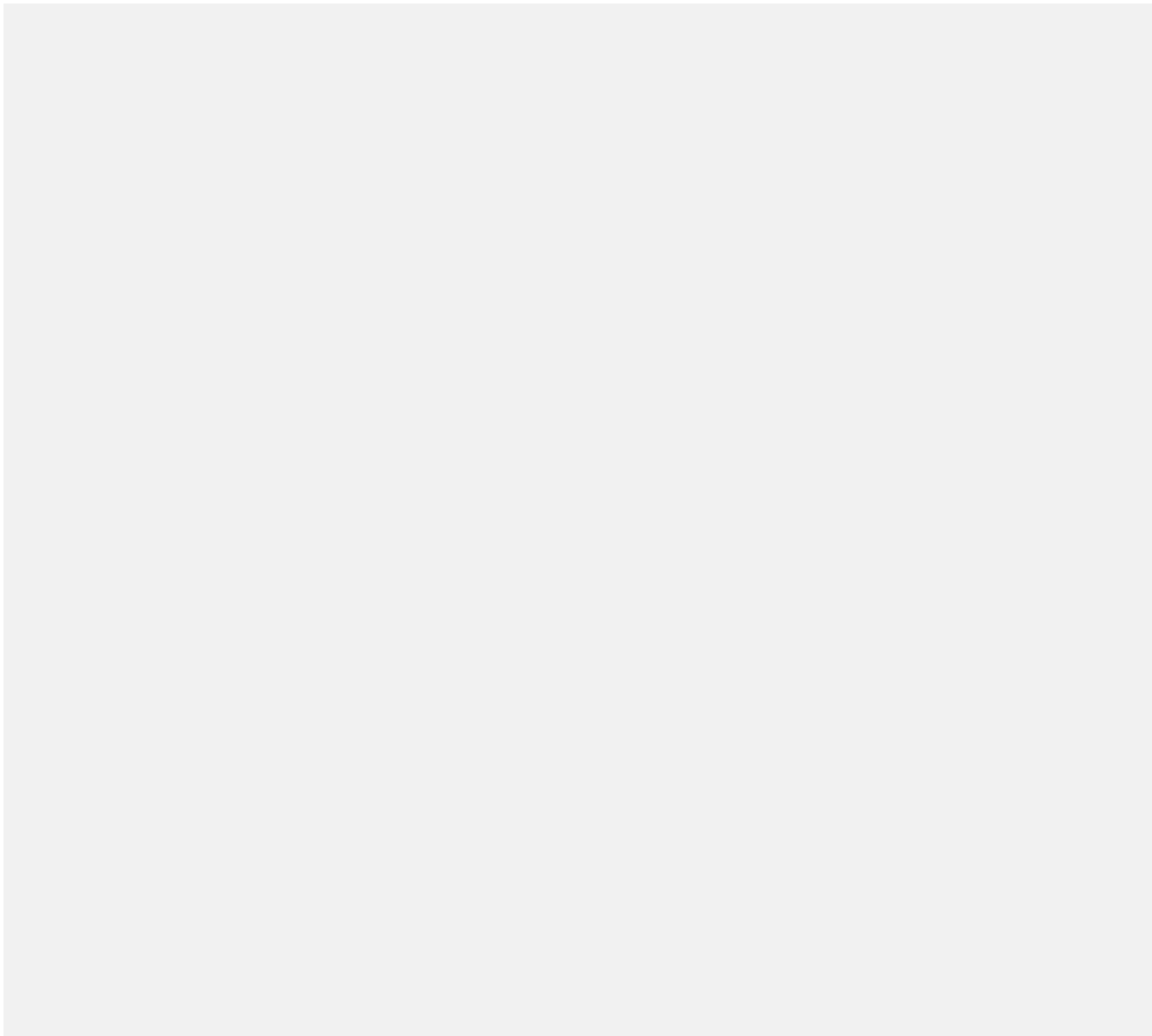


What do you need address, and with whom, to overcome this conflict?



What outcome do you want for this conversation?

- What do you want for yourself?
- For the other person?
- For the relationship?
- For the organization (if applicable)?



What is the complete story?

- What is my role in the problem? Are there areas that I'm pretending not to notice about myself and my role in the problem?
- What positive intentions exist for this person to act the way they are acting?
- Assuming this individual is reasonable, rational and decent, why would they behave this way?

Gaining perspective..... It's not just about getting your point across. It's about gaining perspective and understanding of the other persons views.

QUESTIONS CAN START WITH...

- What ... ?
- How ... ?
- Say more about ...
- Help me understand ...
- Is there anything else?

EXPLORING THE IMPACT

WHAT HAS BEEN THE IMPACT ...

- Personally?
- Relationally?
- Operationally?
- What was going on for you when ?
- What is important to you about ?
- How were you feeling when ?



EXPLORING THE FUTURE

IF THINGS WERE BETTER IN THREE MONTHS, WHAT WOULD BE DIFFERENT?

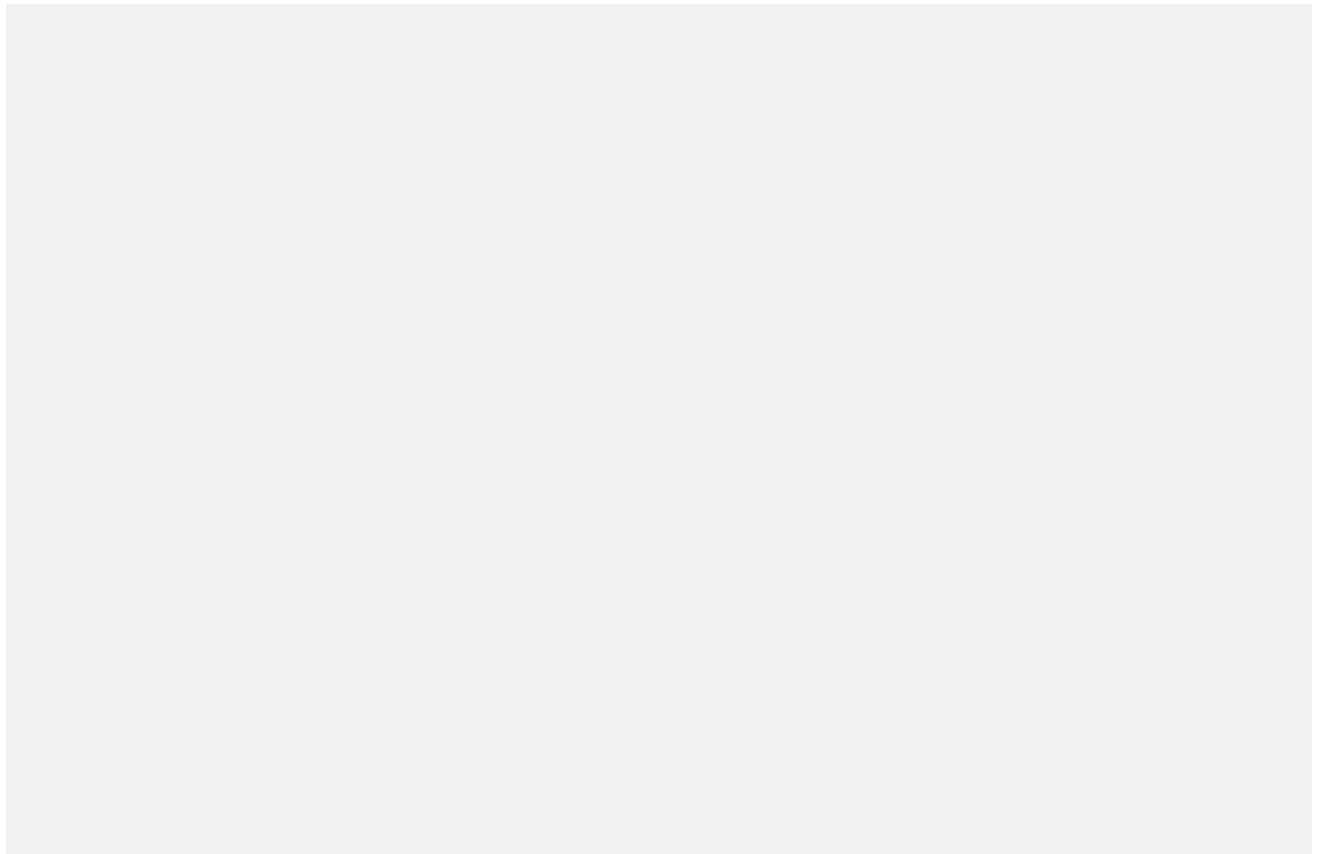
- Personally?
- Relationally?
- Operationally?
- What are your hopes about ?
- What would you like to see ?
- What do you need ?



Personal Reflection:

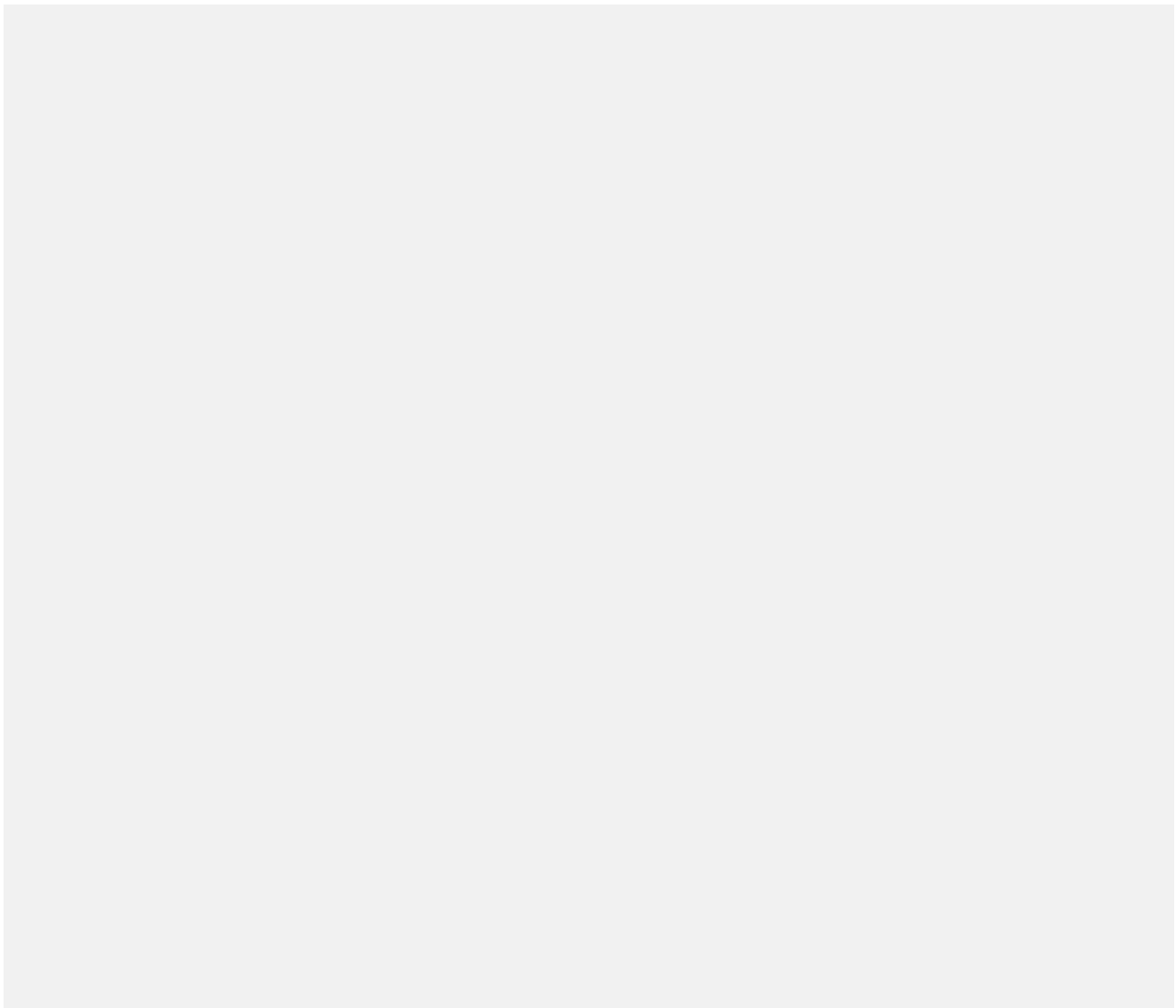
Create a script for your conversation

- This will help you prepare for the conversation by sharing your facts, telling your story, and ending with questions to open dialogue.
- Pulling it together:
 - The facts
 - Your story
 - Questions you want to ask

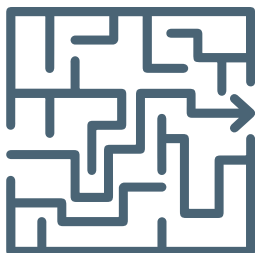


How can you ensure the conversation is safe and open?

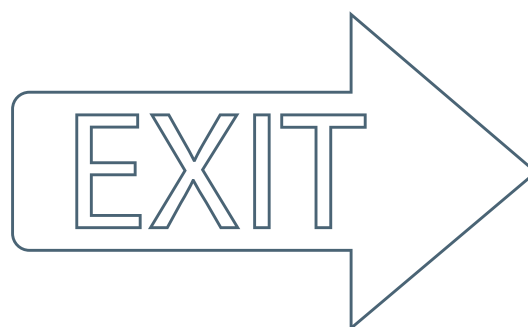
Think about the possible responses you may get from engaging in conversation through conflict, think of the best possible outcome and the potential worst possible outcome and how you may deal with those outcomes (apology, contrast, create mutual purpose)?



EXIT STRATEGY



- Own the need to end the conversation
- Be declarative (it's non-negotiable)
- Commit to pick up the conversation at another time



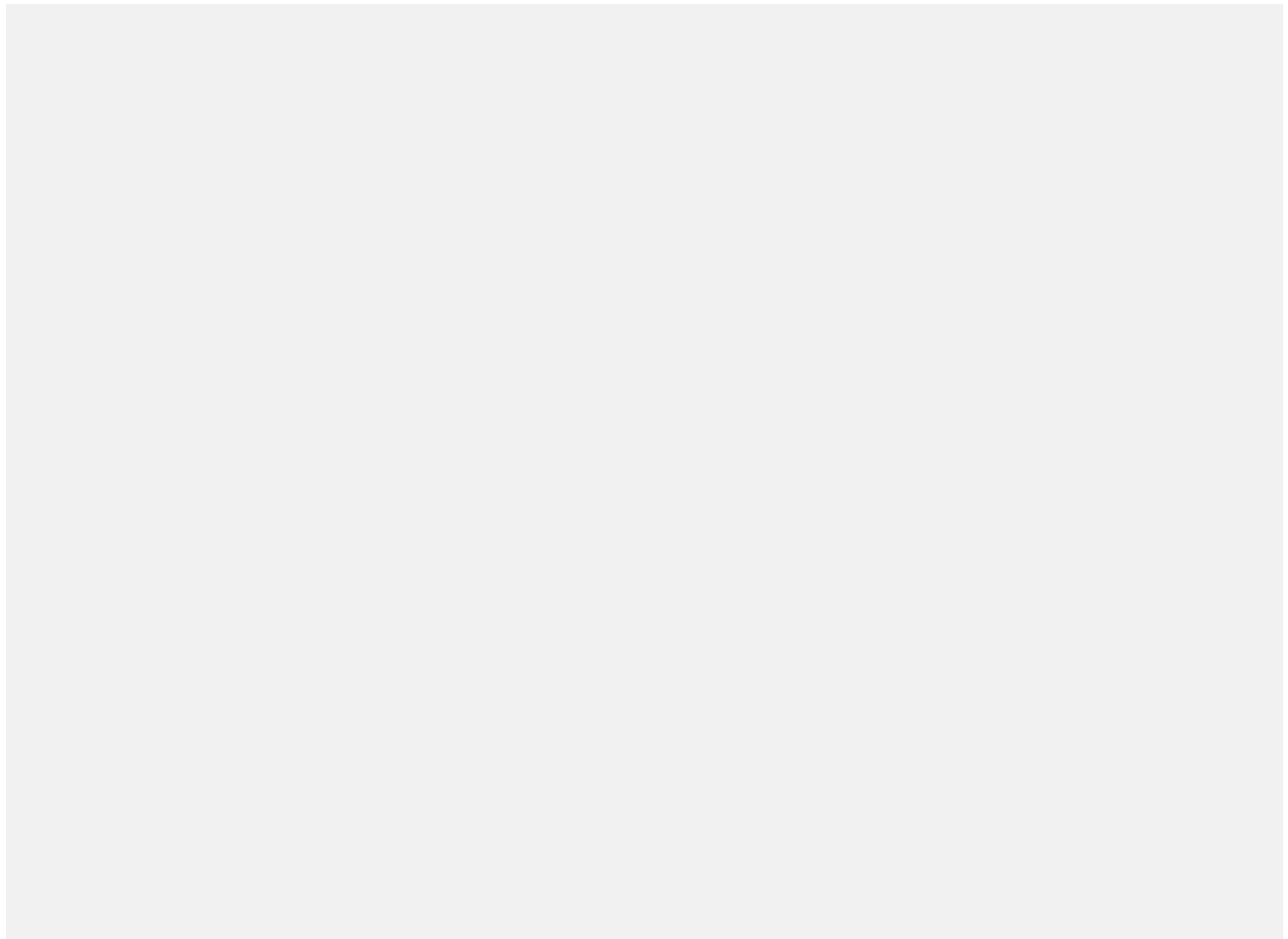
“The issue is obviously larger than I had assumed. I am a little overwhelmed right now and need a break to digest what you have shared. I would like to continue this conversation after lunch.”



Personal Reflection:

Ending the conversation is important to ensure there accountability and to move to action. What are some ways you can establish follow-up?

- Who will be taking action?
- What are the action steps?
- When will the action take place?
- How will we follow-up?



Bios

AMY OLIVER

MBA, BSCPH, RPH, PMP, CLC

Amy Oliver is an experienced healthcare executive. She is president of Amy Oliver + Co, offering trusted advisory services and professional coaching to practice owners, leaders, academics, and organizations in health and social sectors.

Amy holds an MBA with a dual concentration in Organizational Leadership and Health Administration. She is a pharmacist, a Certified Leadership Coach, and a globally certified Project Management Professional. Amy holds certificates in Emotional Intelligence and Advanced Strategic Management and Leadership.

Amy has won multiple health sector and leadership awards and most recently has been selected as a member of the prestigious 2020 Governor General Canadian Leadership Conference.



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Bios

DR. CARLY CREWE MD, PSYCHOTHERAPIST



Dr. Carly Crewe, MD is a mom to twin toddlers, modern day nomad and MD Psychotherapist specializing in women's mental health. Dr. Crewe is the Founder and Owner of Eunoia Medical Clinic, an innovative and dynamic virtual microclinic that provides comprehensive treatment of mental health disorders in women. Carly believes that when women are well, they have the power to heal and change the world. Her mission is to revolutionize women's mental health care, from fragmented and haphazard to a holistic, comprehensive and integrated approach that meets every woman where she is and addresses the multidimensional reality of mental health.

Dr. Crewe combines her knowledge of eclectic psychotherapeutic modalities (including CBT, DBT, holding and coaching techniques) with experience in both integrative modalities, nutritional psychiatry and psychotherapeutics (medications for mental illness) to provide a unique and comprehensive approach to the treatment of mental illness in women. Unlike traditional psychotherapists, Dr. Crewe is a trained physician which expands her therapeutic toolbox to the use of medication and nutritional supplementation to support the healing process in her patient

Carly is an Amazon best-selling author and her viral poem "The Sled" has been shared over one hundred thousand times on social media. Her book, *You Are Not Your Anxiety* launched on Amazon in July, 2021.