



Rural Medical Training Collaborative

Addressing Conflict in Small Rural Programs – Part 2

When Relationships Turn Sour, Finding the Sweetness

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Introductions



Rosie Hunter PhD



Randy Longenecker MD



Bob Gobbo MD

Schedule

- ❖ 8 minutes: Introductions, short review of last year's workshop and key lessons - Dr Gobbo and Longenecker
- ❖ 5 Minutes: Best practices worksheet overview and practical considerations - Dr Hunter
- ❖ 20 minutes: 2 Case Presentations on Small Residency Conflicts with a rural twist - Dr Gobbo and Longenecker with discussion facilitation by Dr Hunter
- ❖ 15 minutes - Learning Dyad/Triad - small group exercise critiquing Best Practice Checklist - Dr Hunter and Group
- ❖ 5 Minutes - Delta Plus and Next steps, Summary

Conflict Definitions

Definition: Cambridge University Press:

An active disagreement between people with opposing opinions or principles.

Conflicts—be it in teams, at work, or in our personal lives—occur in at least two basic forms: substantive and emotional

- Substantive conflict is a fundamental disagreement over ends or goals to be pursued and the means for their accomplishments
- Emotional conflict involves interpersonal difficulties that arise over feelings of anger, mistrust, dislike, fear, resentment, and the like.

What did the survey say?



For Small Rural Programs:

- 1) Conflict does Happen! And it takes time and non-closure is common
- 2) Familiarity and close relationships in a rural program is our greatest strength and greatest vulnerability.
- 3) Dual Relationship or Enmeshment can make things tricky
- 4) Set very clear expectations and if not met, don't let the small stuff go
- 5) Faculty and resident burnout is a big contributor
- 6) Most common source is unmet expectations.
- 7) Focus on the tasks and not the individual.

Conflict Transformation

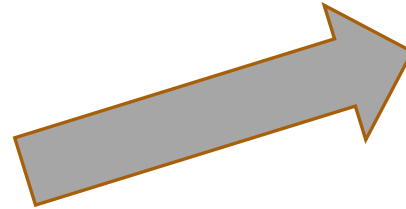
Change is unpredictable, spirit-filled and wild. It is a creative energy force infused with great potential -- potential for good, potential for harm.



A transformative approach focuses on sustaining and restoring relationships; the process based in curiosity and mutual respect; achieving common ground, rather than defending a position

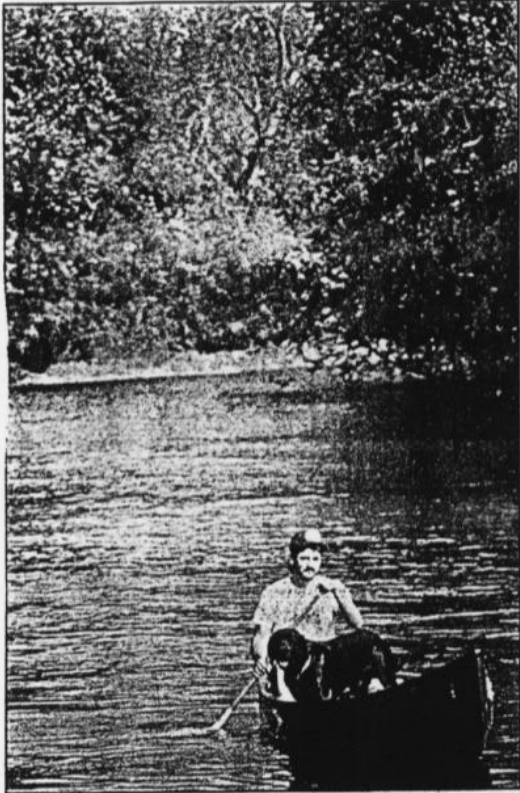
Like Metamorphosis

How can I transform this (or any) conflict into something good?



Conflict is something to be navigated,
and transformation is an organic and
creative process

Like Navigating a River



News-Sun photo by Scott Kissell
Conan McFarland of Fairborn and his dog Zeus enjoy a ride on the Mad River.

- ❖ Life as a river, rather than a battlefield
- ❖ A journey rather than a destination
- ❖ Territory to be traveled and explored, not land (turf) to be defended
- ❖ You can only steer if you're either moving faster or slower than the current; when in the rapids, you can't just float
- ❖ It's easier to steer if you're not in front

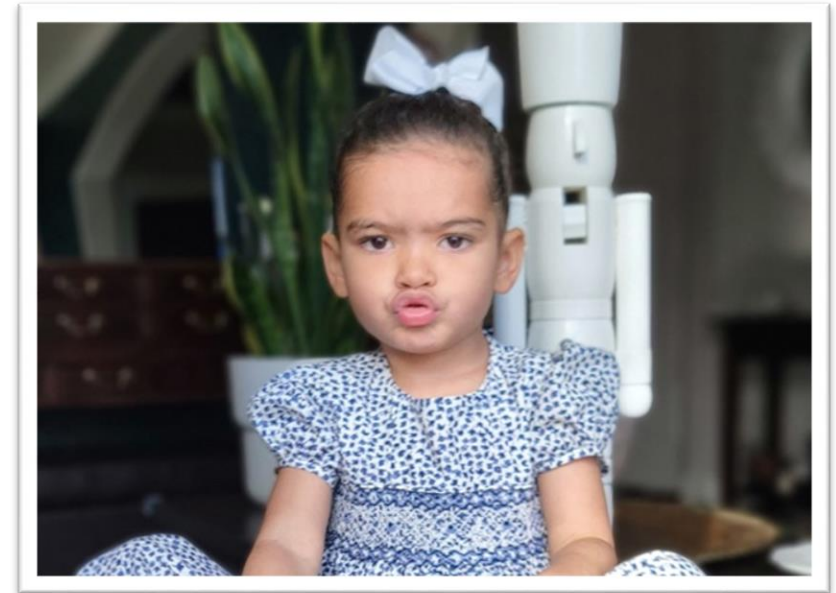
Conflict Transformation

- ❖ Relationships are always worth restoring
- ❖ Be curious
- ❖ Seek reconciliation, not resolution
- ❖ The transformation of conflict takes time, be patient – it may never complete, but it can move
- ❖ The meaning and usefulness of conflict depends on my perspective
- ❖ Best done with others



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Rosie Hunter PHD



Guiding Assumptions

Provide principles and behaviors that are...

1. Behavioral & Sustainable
2. Self-Interested & Beneficent
3. Conflict-agnostic

Overview of Guiding Principles

PRINCIPLE 1: Create space.

PRINCIPLE 2: Compensate for conflict with affiliation

PRINCIPLE 3: Distinguish between people, behaviors, intent, and emotional responses

PRINCIPLE 4: Dump defensiveness

PRINCIPLE 5: Be predictable and present

Case Discussions



Case 1 – Resident & Faculty



Case 1 – Resident & Faculty

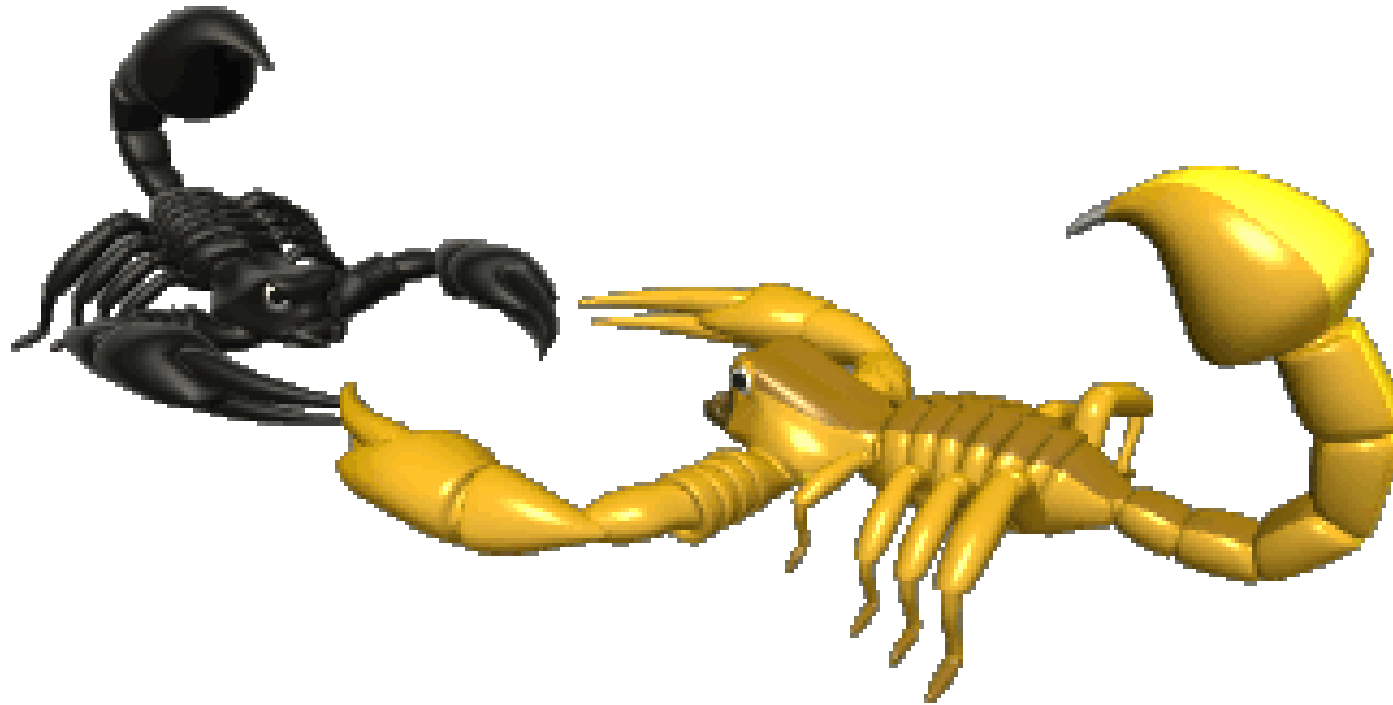




Case 2 – Faculty & Faculty



Case 2 – Faculty & Faculty







Additional resources and recommendations on the RTT Collaborative Website from last years conference;



Bob: Some Tools I have found useful

- ❖ Writing it Down.....Reflecting.....Practice... Thought Model.
- ❖ Most Generous Interpretation – Brene Brown
- ❖ Metta Practice
- ❖ Revolutionary Love Compass - Valerie Kaur



So... Who do **you** want to be?

The Guest House

This being human is a guest house.
Every morning a new arrival.

A joy, a depression, a meanness,
some momentary awareness comes
as an unexpected visitor.

Welcome and entertain them all!
Even if they're a crowd of sorrows,
who violently sweep your house
empty of its furniture,
still, treat each guest honorably.
He may be clearing you out
for some new delight.

The dark thought, the shame, the
malice,
meet them at the door laughing,
and invite them in.

Be grateful for whoever comes,
because each has been sent
as a guide from beyond.

by Jallaludin Rumi

Thank you.

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Resources

The Institute for the Study of Conflict Transformation <https://iftsoct.wildapricot.org>

Brown, Brene: Rising Strong 2015 Simon and Walker

Kaur, Valerie: See No Stranger: Revolutionary Love. <https://valariekaur.com/see-no-stranger/>

- [The Revolutionary Love Project - Valarie Kaur](#)
- <https://valariekaur.com/learninghub/an-introduction-to-the-compass/>
- Compass Guide: <https://drive.google.com/file/d/1ILJ9a6XIIV-p-QTGNay4iBPD8BN3q2ge/view?pli=1>

Anatomy of Peace, The Arbinger Institute, Resolving the Heart of Conflict

How to do Metta: How to do metta: <https://www.lionsroar.com/how-to-do-metta-january-2014/>

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