

# Complex interpersonal situations in the workplace

- 2 'real scenarios' re conflict at work
- Each scenario will have a number of questions
- You will be placed in breakout rooms
- You will be allocated one of the scenarios
- Discuss all the questions relating to the scenario however you will only be asked to feedback on 2 of the questions . (see scenario)
- Breakout 25 mins - 10 min break - feedback to the whole group
- Allocate someone to feedback after the break
- No right or wrong answers
- Feel comfortable having differing views on dealing with the scenarios.

Scenarios discussion groups

Group/Room 1:
Guluno Malik Achakzai
Carolyn Adams
Mohammad Sharique Ahmad
Lakmini Ranasinghe
Kiron Griffin
Mohammed Murtza
Group/Room 2:
Henrietta Blyth
Sangbarta Chattopadhyay
Phoebe Anderson
Erin Gourley
Daniel Pearlman
David Ibrahim
Group/Room 3:
Ciju Benjamin
Rebecca Bennett
Virtue Chidiamara Chukwunonso
Korinna Karamagkioli
William Melton
Sreeja Sahadevan

Group/Room 4:
Jenny Cole
Adam Flynn
William Gewanter
Fiona Greville-Heygate
Ben Knox
Anirban Raha
Group/Room 5:
Taimoor Asif Jaura
Katie Joyce
Usama Saeed
Chern Yao Wong
Cheta Umeozulu
Group/Room 6:
Alisha Patel
Jonathan Yates
Noha Abousamra
Vinitha Soundararajan
Miles Rush

# Scenario 1

You are clinical director for older person's mental health services. You have been told the trust is moving to a borough-based structure in the next 3-4 months at the request of the Trust Board. This will mean your service line no longer exists. For clinical teams, this will have little impact but for middle and senior management this is likely to mean a significant change to their job roles & you've been told at present redundancy cannot be ruled out (although you know this is uncommon in NHS organisations). This will also be a change to your role and it is unclear where you may fit in the structure.

You can see the pros and cons of moving to a new model & recognise this needs to be the travel of direction.

There is currently no further information you can provide the team with.

You arrange a meeting with your senior & middle managers. News has already leaked and you have had a numerous angry emails at your lack of communication around this (as you were on leave straight after you were made aware & needed to process the information yourself given the significant impact on your role).

# Notes

Clinical director = responsible for the quality, safety, effectiveness of services and strategic direction of the division +/- operational oversight

## **Current service line structure (CDs)**

e.g        Acute mental health  
              Community mental health  
              CAMHS  
              OPMHS

## **Proposed borough based structure (Borough director)**

Borough A – wards, community, CAMHS, OP  
Borough B – wards, community, CAMHS, OP  
Borough C – wards, community, CAMHS, OP

# Scenario 1 – Questions

- 1/ How might you prepare for this meeting? (Group 1)
- 2/ Discuss all the reactions you may experience from others in the meeting. (Group 1)
- 3/ Discuss the reasons why anger may be directed at you and how you might respond/ manage this? (group 2)
- 4/ How would you approach this meeting? You have 60 minutes for the meeting. (Group 2)
- 5/Think about yourself. What are your biggest fears from this meeting & why? Discuss as a group. (Group 3)
- 6/ How do you feel about leading changes that you may not agree with? How might you manage this in the future? (Group 3)

# Scenario 2

You are a community consultant.

You are currently feeling worn down and are managing some issues in your personal life.

A patient of yours has been discharged from the ward and your belief is that they have not been treated sufficiently (or at all!) and continue to pose a high risk in the community.

You arrange a teams meeting between yourself, the care coordinator, the ward consultant and ward manager. The ward consultant is 20 minutes late and dismissive of your concerns. The meeting is heated and culminates in you being angry, raising your voice and telling the consultant you think he is unsafe. He becomes equally angry. The altercation is witnessed by others in the meeting. The meeting is terminated abruptly.

# Scenario 2 – Questions

1/ What would be any immediate actions following this? (Group 4)

2/ How would you approach this in the medium term?(Group 4)

3/ Is there any way you could have prepared for this meeting to improve its outcome? If so, how? (Group 5)

4/ Think about yourself. What are your biggest concerns at how this meeting has gone and its impact? (Group 5)

5/ What do you think would increase chances of you (and another colleague) reacting like this in the future? (Group 6)

6/ In the long term, how would you manage a situation where you and a peer colleague do not see eye to eye and struggle to maintain a professional relationship although your position means you have some degree of interaction. (Group 6)