Sample Conflict Resolution Flowchart
Adapted from “Transition to Care” Concord Hospital 2007

Conflict within nursing team

Resolve between colleagues by compromise or consensus if appropriate

Resolved  Not resolved

Consult with NUM or Nurse in charge of shift

Identify issue and discuss with other nurses involved

Clinical
Consult
- Resources
- Standards of practice
- CNE/CNC, medical/allied health expertise

Resolved  Not resolved

Interpersonal
Identify issues
Clarify professional roles

Not resolved  Resolved

Allocate to different team
Consult EAP

Consult senior nurse management