***Interprofessional Conflict Management***

***ONLINE MODULES***

# IPE Learning Stage: ** Exposure** x Immersion **** Integration

**Overview**: Conflict Rx are interactive, video-intensive online modules offered for free by the American Association of Medical Colleges that are intended to help health professions students learn how to understand, manage, and resolve interprofessional conflicts. These resources assist in identifying, resolving, and preventing conflicts so that conflicts become a positive force for change. Faculty may assign some or all the video modules in this series to students. There are nine modules organized in the three steps of conflict management:

1. **Understand Conflict** (3 modules) In Modules 1-3, the student will develop a basic understanding of conflict, its common sources, and its potential effects in the healthcare workplace. The student will also identify a personal conflict management "style", learn about the diverse ways people respond to conflict, and examine how to develop "style flexibility" to better manage how to respond to conflict in different situations.
2. **Analyze and Manage Conflict** (4 modules): In Modules 4-5, the student will learn how to identify the root cause of a conflict, the steps in which conflict escalates, and how to manage the emotional reaction. Then, in Modules 6-7, student will learn the essential skills needed to manage and respond to conflicts effectively.
3. **Resolve** (2 modules): In Modules 8-9, the student will take what they have learned about conflict and conflict management and put it all together to begin resolving conflict in a step-by-step fashion. With this, the student will consider how certain difficult situations can impact the conflict resolution process and what they can, or should, do when they lose a conflict.

The site contains additional resources that are available to students in a “Toolbox” containing a video library, tutor guides, module summaries, FAQs, Help, I am in a Conflict and Mobile Conflict Rx.

# Learning Objectives

# Define interprofessional education

# Identify the value of interprofessional competence in practice

# Recognize opportunities for interprofessional learning in classroom and clinical/field experiences

# Activity Description

1. Students may access the modules for free at Conflict Rx: <https://conflictrx.org/>
2. Students will set up user account to access free modules and resources.
3. Students will complete the assigned modules and associated interactive exercises. Faculty may also assign additional activities, as included in “Tutor Guides” in the Toolbox.
4. Student confirms completion of assigned modules, uploads screen shot of completed module(s) in the evaluation survey (link below)

**Application to Micro-credential:**

* Completion of these modules will contribute to requirements for a digital badge in Interprofessional Collaborative Practice - Communication & Teamwork.

# IPE Core Competencies Addressed:

# 1. Teams & Teamwork

# 2. Interprofessional communication

# 3. Values & Ethics

# 4. Roles & Responsibilities

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**Estimated Time to Completion**: two hours.

# Evaluation:

Upon completion of assigned activity, upload screen shots of the completed videos in the evaluation survey. Your feedback on the online learning module is welcome and used for ongoing quality improvement of IPE learning activities. Please use the following link to complete the survey: [**https://forms.office.com/r/tF9pMLiuxv**](https://forms.office.com/r/tF9pMLiuxv)

Student Survey Instructions**: (Select “Online Module” for question #6, “IP Conflict Management” for question #7, and “None of the above” for question #8. Please be sure to upload certificate of completion into evaluation survey section #11, as per instructions.)**