

## **Inescapable Realities in Public Health - Conflict and Collaboration: Building Competency**

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### **Course Description**

Have you ever found yourself in a conflict, either professional or personal, with no idea how to get out of it without simply surrendering or fighting back? Just how is it that conflict seems to arise so often? With all the attention that "win-win" approaches get these days, is collaboration always the best way to resolve differences? Is there an element that is common to both collaborating with partners and resolving differences with them?

This broadcast included a discussion of conflict, conflict resolution, and collaboration, and how they are all tightly related. Conflict is all around us, in all aspects of our lives. It seems to be inherent in our culture and perhaps in just being human. While it's easy to create conflict, resolving it often defies our abilities. And yet there are some basic principles one can apply in both preventing conflict and in contributing positively to its resolution once conflict arises. This broadcast provided a very innovative look at conflict, why it arises, and what can be done to resolve it. Also discussed was collaboration, how it represents ONE approach to conflict resolution, and why it is an essential competency in public health practice.

### **Learning Objectives**

- Describe the common connection between collaboration and conflict resolution.
- Describe how acting out of what we know can create conflict or deter collaboration.
- Identify multiple communications issues that support collaboration and conflict resolution.
- Identify when collaboration is appropriate for use in resolving conflict, and when it is not.
- Identify other options for use in resolving conflict and when to use them.
- Describe how collaboration is integral to the emerging paradigm for public health practice.

### **Core Competencies for Public Health Professionals** *\*Council on Linkages between Academia and Public Health Practice*

- 3A6: Applies communication and group dynamic strategies in interactions with individuals and groups
- 7A10: Applies basic human relations skills to internal collaborations, motivation of colleagues, and resolution of conflicts

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