

"Nuts and bolts of Conflict management" workshop conducted at JIPMER Karaikal Campus

Date: 27th July 2024

Location: JIPMER Karaikal Campus

Organized By: Medical Education Unit, JIPMER Karaikal Campus

The Medical Education Unit, JIPMER, Karaikal campus organized a one-day workshop on "Conflict management" on 27th July 2024. The workshop was intended to orient faculty members and senior residents on effective approaches to conflict resolution in a healthcare setup. The resource persons were from the Pondicherry Institute of Medical Sciences, Puducherry. More than 40 participants from different departments participated in this program with much commitment towards building up their skills in the area of conflict management.

Workshop Highlights:

Inauguration

The workshop started formally with an inaugural ceremony and a welcome address by Dr Divyashanthi C.M., Officer in charge of the Medical Education Unit. The keynote address delivered by the Dean set the tone for the positive note of the day's sessions. Dr Niraimathi M introduced the guest speakers which was followed by felicitation of the resource persons.

Introduction to Program

Prof. Rema Devi presented an overview of the workshop and its objectives and introduced the participants to the key concepts of conflict management.

Why Healthcare Professionals Are Prone to Conflict

Dr. Magi Murugan moderated a discussion on peculiar factors that lead to conflicts among healthcare professionals

Anatomy of Conflict

Dr. Dinesh Kumar enlightened the participants by providing a breakdown of the constituents and dynamics of conflict.



Types of Conflict as Role-plays

Groups were assigned different conflicting scenarios, which the participants enacted as roleplays. This session was conducted to understand different types of conflicts and their consequences, elaborated upon with input from Dr. Raja Rajeshwari and Dr. Magi Murugan.

Thomas Kilmann Questionnaire Analysis of Personality

Dr. Sajeew Slater introduced various personality styles and administered the Thomas Kilmann Questionnaire for self-assessment.

Conflict Resolution Strategies

The strategies of conflict resolution at the individual, departmental, and organizational levels were dealt with during the workshop. Prof Renu G. Boy Varghese, Prof Rema Devi and Dr Magi Murugan coordinated this session. The practical ways for each were forwarded.

A pre-test, post-test, and feedback session by Dr Sajani, evaluated the learning outcomes of the participants and solicited feedback on the effectiveness of the workshop.



Open House Discussion

The final session of the day was an open-house discussion in which the participants and faculty shared their ideas and clarified their queries.

The program drew to a close with a heartfelt vote of thanks, eloquently delivered by Associate Dean, Dr. Balamurugan M., who expressed sincere gratitude to all participants, speakers, and organizers for their valuable contributions to the event's success.

The active participation and eagerness of the audience added to the success of the workshop, making it a learning experience for all.