MRAD 209:
Professional Practice 1

Ethics and Standards of Practice

MRT Program

What do employers want?

- Excellent communication skills, written & verbal
- Experience with teamwork
- Able to problem-solve
- Able to resolve conflict
- Able to adapt to and follow procedures
- Ensure safe practices
- Able to remain calm in high-stress situations
- High quality technical skills and trouble-shooting

Conflict in Teams

- *"Conflict arises from the clash of perceptions, goals, or values in an arena where people care about the outcome"*

Communicating at Work, *Tony Allesandra, PhD.*

Be a Great Team Player

- Communicate effectively
- Listen actively
- Be Co-operative, not competitive
- Be optimistic and happy
- Be adaptable to change
- Be willing to compromise
- Resolve conflicts



Conflict

- Two types of conflict:

  Cognitive: Aimed at ideas, issues, principles or processes.

  Affective: Aimed at people, emotions or values.

- Both types of conflict will exist in a team
- Types of conflict can either be constructive or destructive to a team.

Constructive Resolution

- Constructive conflict resolution occurs when:
  - People change and grow personally from the conflict
  - The conflict results in a solution to a problem
  - It increase involvement of everyone affected by the conflict
  - It builds cohesiveness among the members of the team

Destructive Resolution

- Destructive conflict resolution occurs when:
  - No decision is reached, and problem still exists
  - It diverts energy away from more positive activities
  - It destroys the morale of the team members
  - It polarizes or divides the team

Step to Resolve Conflicts

Successful conflict resolution depends on your ability to regulate stress and your limit emotional response

1. Active listening
2. Be self-aware
3. Seek clarification
4. Discuss in a "safe place"
5. Ask specific questions for clarification
6. Problem-solve with flexibility