

Managing Conflict in the Learning Environment

FacDev in 5 KEY TAKEAWAYS



Watch the FacDev in 5 Video featuring Dr. Sarah Milla, Professor and Vice Chair of Radiology.

KEY TAKEAWAYS



Strategies for teaching conflict management.

1

Model Constructive Communication

Set the tone by demonstrating constructive dialogue and using structured tools like SBAR or Ask-Tell-Ask.

2

Embed Conflict Skills Throughout Teaching

Integrate training on communication styles, emotional intelligence, and negotiation into debriefs and case reviews.

3

Leverage Mediation and Peer Support

Use peer mediation, ombudspersons, or mentoring programs to provide fair, neutral resolution pathways.

4

Adapt for Academic and Clinical Learners

Tailor strategies for academic vs. clinical settings, balancing clarity, collaboration, and patient safety.

5

Foster Psychological Safety

Create environments where learners can speak openly through check-ins, feedback tools, and inclusive practices.



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[Rosenman, E., et al. Promoting workplace safety: teaching conflict management and de-escalation skills in graduate medical education. Journal of Graduate Medical Education, Oct 2017](#)

[Lewis, K., et al. Building bridges: approaches to conflict resolution that lead to a collaborative learning environment. Journal of Graduate Medical Education, April, 2025](#)

[Cochran, N., et al. Beyond fight or flight: the need for conflict management in medical education. Conflict Resolution Quarterly, 2018;35:393-402](#)

