

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. tinyurl.com/FD5-Confli

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.



DIVE DEEPER

Cochran, N., et al. Beyond fight or flight: The need for conflict management in medical education (Conf Resolut Q 2018).

Lewis, K., et al. Building bridges: Approaches to conflict resolution that lead to a collaborative learning environment (J Grad Med Educ 2025).

Rosenman, E., et al. Promoting workplace safety: Teaching conflict management and de-escalation skills in graduate medical education (J Grad Med Educ 2017).

