**[120-day assignment] – OL 612-4.A CCCR-2 Study Review Questions (Expanded**

**Answers)**

**Review your 30-days responses to CCCR. Expand responses to 3-4 paragraphs,**

**containing additional learning from your developmental reading and contextualization in**

**your profession, life goals, and service. Include proper APA documentation of sources**

**used in addition to the course material.**

1. Anger

According to the text, anger has twelve characteristics; it is a secondary emotion that is normal, legitimate, universal, yet often confusing. It often is painful and brings more pain. It is very energizing and causes the adrenaline to be released into the blood. Anger only becomes immoral when the person lashes out affecting the other individual which allows communication to break between people. Anger, however, can be very helpful because it allows the person to see that there is a problem and they are now able to solve it.

According to the article “ Managing Anger and Aggression in the Health Care Setting,” it was stated that research has demonstrated that anger and aggression are two emotions that nurses encounter in the healthcare setting for which they are ill-prepared. In fact, workers in healthcare settings are 16 times more likely to experience violence (emotional, verbal, physical and sexual) than other service workers and that an effective strategy for management must include training of staff. (<https://www.healthecareers.com/nurse-resources/nurse-wellbeing/managing-anger-and-aggression-in-the-healthcare-setting>). As a Health Educator within the field of HIV and AIDS, we do experience difficult clients. From the moment they get the results that they are positive with the human immunodeficiency virus (HIV) they can become aggressive.

There is a process where we link any HIV positive client with a peer navigator, they then deal with building rapport with the individual, guiding them to all the resources that they would need such as medications, however some clients try to avoid these contacts and get annoyed or irritated when they try to constantly interact with them. This leads to them blocking the peer navigator or making scenes that may affect their peer navigator’s safety. Being a health educator, you have to deal with a consistent amount of interpersonal relationships. That can range from having very high levels of socializing and dealing with the public through dealing with organizations and prisons, engaging in HIV tests and education. We have to deal with conflicting situations within the workplace or with clients as stated above and we have a mandate to help the public’s health and safety. (<https://apps.illinoisworknet.com/cis/clusters/OccupationDetails/100429?parentId=111000&section=conditions&sectionTitle=Working%20Conditions>).

Life has a serious way of teaching valuable lessons and anger is a lesson we all have to face, whether the lesson may be to dial back on how high your anger levels can be to a person not being angry enough about a situation. My life leaves me to believe that I am one that feels the need to increase my anger and based on that confrontation about the situation. The reason I feel this way is due to a lack of follow through with certain decisions that are made and sticktoitiveness when it comes to what has been dealt with.

1. Conflict

Similar to anger, conflict is also normal, unavoidable, disruptive, and potentially useful. Oftentimes conflict is caused from within the person because of emotional dysfunction, lack of training, lousy attitudes toward situations, addictions. It can also be caused in the organization when we look at conditions arising from the organization it is made up of and people have a natural inclination toward conflict. Conflict can also be caused from incompatible canyons which are gaps between the goals and styles of persons and the organization, or between persons.

Conflict can be prevented through communication/ feedback loops, the development of a person, moral guidance and empowerment and confessions. There is also a way in which you can help remember how to properly manage conflict. It is called the DAISY Plan for Conflict Management which refers to defining the problem, agreeing where you can, identify solutions, settle on a plan, yoke together to follow the plan.

In the healthcare profession, there will be a greater propensity to face conflict. According to this article “When Team Conflicts Threaten Quality of Care: A Study of Health Care Professionals' Experiences and Perceptions,” it shows that 20% of residents reported serious conflicts with other staff members. (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6408685/>). It is critical to understand that having conflict is not a negative factor. Conflict helps deal with issues that need to be dealt with to either grow and develop someone’s character or it can ruin someone and allow them to be stuck in the same state they were in before the conflict began.

Usually this tends to happen if the individual is ignorant to the situation and not willing to learn and grow from the experience regardless of being right or wrong. According to this article “How to Embrace and Grow from Conflict,” it was given ten strategies for conflict resolution, firstly it is recommended to attack the problem, not the person, communicate your feelings assertively, not aggressively and express them without blaming, focus on the issue, not your position about the issue.

Accept and respect that individual opinions may differ, don’t try to force compliance, work to develop common agreement, do not review the situation as a competition, where one has to win and one has to lose, work toward a solution where both parties can have some of their needs met, focus on areas of common interest and agreement, instead of areas of disagreement and opposition, never jump to conclusions or make assumptions about what another is feeling or thinking, listen without interrupting; ask for feedback if needed to assure a clear understanding of the issue, remember, when only one person’s needs are satisfied in a conflict, it is not resolved and will continue, forget the past and stay in the present, build ‘power with’ not ‘power over’ others. (<https://www.scu.edu/illuminate/thought-leaders/jerry-smith/how-to-embrace-and-grow-from-conflict.html>)

1. Cooperation

Cooperation is simply the process of working together to the same end and can also be referred to as assistance, especially by ready compliance with requests. According to the textbook, it spoke about cooperation from a relationship standpoint that competition is often more prevalent than cooperation. In life we are all faced with dealing with relationships, if it is intimate, friendly or social relationships we all have to deal with others. Time and energy are two commodities in relationships and if there is competition among the both individuals it is possible that one becomes manipulative and begins to exploit the relationship. People need to understand that becoming cooperative can foster healthy and long term relationships.

In the workplace, cooperation can be tricky based on the environment. The environment that we live in can either be fast paced or calm; when the environment is constantly going, choices can become harder to think on because additional stressors are involved. According to the article “7 Ways to Improve Team Collaboration at Work," they discussed that firstly, teamwork must become part of your workplace culture. For successful collaboration with coworkers, they must be able to see that the leadership within the organization works together as a team to accomplish goals and publicly award the team for working together to achieve these objectives.

Secondly, to provide teams with the resources they need to work collaboratively, through improvements with communication, the organization must provide the necessary resources to the teams. Having the tools to communicate across departments easily is an essential instrument needed to improve team cooperation. Thirdly, to train employees and encourage ongoing learning working as a collaborative team member is not a skill that everyone is born with; it is imperative for the organization to invest in the employee’s ability to be effective collaborators through interactive training and experiences like team building. (https://www.teambonding.com/improve-cooperation-amongst-co-workers/)

Fourthly, encourage employees to socialize outside of work when employees are in the office, they are focused on the tasks at hand, which means there is little time for coworkers to bond on a personal level. It will help improve team cooperation in the workplace, as coworkers will have built trust and feel more comfortable collaborating together. Fifthly, clarifying roles and setting expectations can help when organizations find all employees are on the same page. Team collaboration will quickly become a seamless and natural process. (https://www.teambonding.com/improve-cooperation-amongst-co-workers/)

Sixthly, to review an employee’s talent and expertise, an organization must look at every single employee’s skills and place them in a setting where they can add the most value. For team cooperation, it’s important to identify each individual’s strengths and place them with coworkers who will complement and challenge those strengths. When each team member is the best at what their role is within the team, you will see them producing results above your expectations. And lastly, when conflict has arisen develop the habit of resolving the conflict quickly. The organization should allow any employee to share their concerns without repercussions and allow input on any solution to be implemented by the organization. (https://www.teambonding.com/improve-cooperation-amongst-co-workers/)

1. Problem Solving

The text given explained problem solving can be used through the Kepner-Tregoe Decision-Making Strategy. This procedure allows an individual to create a list of values and rank them most important first. Following this you give each value a weight but the most important value must get a 10 being the highest and list alternative courses of action then decide how each alternative affects each value. Simply calculate the scores for each alternative. You are not required to use this procedure but it is always good to be able to keep these things in mind for personal use.

When it comes to handling issues we need to remember what was stated earlier, aiming to handle conflict swiftly. Noone will ever be perfect, one must create an environment where persons feel comfortable to share concerns without repercussions and have input on any solution to be implemented. When people know there is a safe space they do feel more comfortable to bring forth disputes and feel safe that it will be handled fairly in a healthy and collaborative manner. Don’t let poor communication take over.

Defining the problem is the first step, according to “What is Problem Solving? Steps, Process and Techniques” it breaks it down to explain that defining the problem one needs to differentiate fact from opinion and make sure to specify underlying causes, this allows you to focus on the issue and not stressors that are caused by the issue. Helpful problem-solving techniques include using flowcharts to identify the expected steps of a process and cause-and-effect diagrams to define and analyze root causes.

Secondly, generating alternative solutions through the consideration of multiple alternatives can significantly enhance the value of your ideal solution. Once you have decided on the "what should be" model, this target standard becomes the basis for developing a road map for investigating alternatives. (American Society for Quality, 2024).

Evaluating and selecting an alternative that all the individuals involved will accept without causing any other unanticipated problems. Fourthly, implementing and following up on the solution and involving others in the implementation is an effective way to gain buy-in and support and minimize resistance to subsequent changes. Feedback channels allow for continuous monitoring and testing of actual events against expectations. Problem solving, and the techniques used to gain clarity, are most effective if the solution remains in place and is updated to respond to future changes. (American Society for Quality, 2024).

**References**

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https://asq.org/quality-resources/problem-solving