

THE BEHAVIOUR SPECTRUM

Collaborative

Avoid

Accommodate

Compromise

Compete

High Conflict

Disruptive

DSM V

Civil Litigation

Criminal

Accommodator	Ask Open Questions What are Your Needs?
Avoider	Provide Safe Environment Give time to express views
Compromiser	Refer to Objective Criteria Slow down the discussion
Competitor	Establish Ground Rules for Behaviour!

High Conflict Personalities
-William A Eddy 2003

Cluster B-DSM V

Dramatic Traits
Blaming others
All or nothing behaviour
Not self aware
Explosive emotion
Intense focus on imagined slights
Passive aggressive behaviour
Anti-social behaviour

An enduring pattern of conduct that disturbs the work environment
Guidance Document - CPSA Fall 2010

A Pattern of:

- Inappropriate communication
 - Name calling
 - Shaming other
 - Uncontrolled anger
 - Public displays
 - Threatening retribution -> violence
 - Gossiping false information to defame others
- Unethical practise
- Harassment
 - Creating hostile workplace
 - > Sexual
 - > Personal
 - > Discriminatory

Cluster A

Psychosis
Addiction
Sociopathic

COURSE OF ACTION

- Principled Communication
- Harvard Interest Based Model (Five Steps)

1.	Create Environment Conducive to Dialogue
2.	Move from Positions to Issues - Create Agenda
3.	Explore Each Issue - uncover underlying interests and needs of participants
4.	Brainstorm Solutions
5.	Create Agreement and Process for Implementation

COURSE OF ACTION

1.	Listen, Maintain Consistency and Objectivity
2.	Create Structure
3.	Reframe
4.	Create Consequences - Seek to engender shared responsibility for problem solving

BIFF - Brief, Informative, Friendly, Firm
- Eddy, Supra

COURSE OF ACTION (CPSA GUIDANCE DOC - FALL 2010)

1.	Systems in Place
2.	Refer to Applicable Code of Conduct
3.	Enlist Support
4.	Follow a Consistent Process - Begin with non disciplinary dispute resolution
5.	Review and Investigate
6.	Determine Etiology of Behaviour
7.	Take Action

- Each side has rights and responsibilities.
- Interest based Process
- Consequences
- Review
- Monitor

Source Material

- Health Professionals Act, Hospitals Act, Human Rights, Privacy Legislation
- CMA Code of Ethics
- CPSA Code of Conduct
- Expectations of Professionalism, Bylaws, Standards of Practice
- Hospital Rules and Regulations HMAAC
- AHS Code of Conduct
- AMA AHW Collective Bargaining Agreements