

Teaching interprofessional communication and conflict management (CCM) skill

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As part of an interprofessional education project in maternity care for learners in medicine, midwifery and nursing, a curriculum was developed to teach communication and conflict management (CCM) skills within the context of an interprofessional acute care environment. The goal was to promote patient safety and the delivery of optimal patient-centred care, as well as to enhance effective teamwork.

Central to the curriculum is an e-learning module outlining the concepts of CCM, which participants were required to review prior to attending an interactive session, allowing the learner to:

- assimilate the material at their own pace,
- develop a full understanding of the material prior to the interactive group session, and
- encourage ongoing review to maintain the learned skills in the future.

In the interactive session participants were encouraged to use these concepts to analyze and deconstruct a series of role plays demonstrating interprofessional conflict and then to take on one or more of the roles to model CCM and improve the outcome. The curriculum was piloted in 2010 with undergraduates in the 3 professions.

We present the CCM curriculum as a tool that with minor modifications may be useful for postgraduate teaching for other areas of medicine as it promotes the CanMEDS competencies of Collaborator, Communicator and Professional.