Wayne State University

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Conflict With Administrators: Scheduling Conflicts with Administration

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Scheduling Conflicts with Administration

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Learning Community Group: Orange 29

Professionalism
Conflict with Administrator

P R O B L E M

Problem: Administration has scheduled you on a day you requested off due to other commitments.

S O L U T I O N S

Solution:
- Reach out to the appropriate person without delay
- Reiterate the importance of the day requested off, but in a calm, matter-of-fact manner
- Discuss potential compromise (i.e. coming in on another day)
- Find a coworker who would be willing to switch shifts and approach the administration for approval

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Reflections

Growth Mindset: A growth mindset is crucial in the path to becoming a successful physician, as there will be many hurdles to overcome along the way which we can use as learning and growing experiences. In the medical system of today with innumerable moving parts, conflict is nearly unavoidable with administrators. The best strategy to take is to have an open mind and communicate effectively when issues arise and to not attribute malicious intent.

White Coat: Our white coat reminds us of the system in which we work, and the group we are a part of. It shows that we play a role as a member of a team. Because of that we need to remember that teamwork is important and we function our best when we ensure that we act as part of a team in managing our relationships with other staff members like hospital administrators.