

Activity 2-2.
Constructive Criticism and Conflict Resolution

Liu Leung recently selected you to be her mentor, and the two of you have begun to discuss priorities and goals. A physician who has patients on the unit where Liu works tells you that he has some concerns about her performance. Several of his patients have indicated that it is very difficult to understand her. She not only speaks very quietly, but it is difficult to understand her English as well. He has spoken to Liu about this, but she refuses to discuss the matter with him. He asks if you would talk with Liu and help in some way.

When you talk with the head nurse on the unit, she tells you that this physician is always complaining about anyone who does not have English as their first language. However, she has noticed the same thing at times, particularly when Liu is anxious about something or when language issues are brought to her attention.

1. What are the major issues in the situation?

2. How would you address Liu's difficulties in a constructive manner?

3. What communication and constructive feedback techniques would be important?
