



Satuan Acara Pengajaran

KPP80408 - Manajemen Konflik

Pengajar

Dr. Rr. Tutik Sri Hariyati S.Kp., MARS.

Prof. Dr. Budi Anna Keliat S.Kp., M.AppSc

Dr. Hanny Handiyani S.Kp., M.Kep.

Tujuan Perkuliahan

Apabila diberi masalah dan kasus tentang manajemen konflik, peserta didik mampu menyelesaikan masalah tersebut dengan menggunakan teori-teori dan konsep mampu mengembangkan keterampilan mengenal konflik, hakekat konflik, transisi pemikiran tentang konflik serta sumber-sumber konflik, sumber internal dan eksternal yang mendukung resolusi konflik, serta metode resolusi konflik.

Minggu 1

Materi	definisi konflik hakekat konflik Manfaat Konflik Akibat positif dan negative dari Konflik
---------------	--

Media	LCD, Lap top, jurnal
--------------	----------------------

Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
- Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72
- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhersip role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas	Diskusi, ceramah
------------------	------------------

Minggu 2

Materi	definisi konflik hakekat konflik Manfaat Konflik Akibat positif dan negative dari Konflik
---------------	--

Media	jurnal, LCD, laptop
--------------	---------------------

Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
- Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72
- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhersip role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas	ceramah, diskusi
------------------	------------------

Minggu 3

Materi	Mengenal perbedaan karakteristik individu sebagai sumber dari konflik Teori DICS Memahami perbedaan DICS sebagai upaya resolusi konflik
---------------	---

Media	LCD, Lap top
--------------	--------------

Referensi Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.

Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.

Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32

Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72

Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926

Marquis.B.,L and Huston,C.,J .(2009). Leadhershship role and management function in nursing. Philadelphia:Lipincot

Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.

Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas Diskusi, presentasi

Minggu 4

Materi Mengetahui perbedaan karakteristik individu sebagai sumber dari konflik
Teori DICS
Memahami perbedaan DICS sebagai upaya resolusi konflik

Media laptop, LCD

- Referensi**
- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
- Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72
- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhersip role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas diskusi, ceramah

Minggu 5

Materi Mengenal konflik dan sumber konflik
 Menjelaskan jenis-jenis konflik pada tatanan layanan pelayanan Kesehatan dan Keperawatan
 Teknik Asertive

Media LCD, komputer

Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
- Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72
- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhersip role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas	diskusi
------------------	---------

Minggu 6

Materi	Mengenal konflik dan sumber konflik Menjelaskan jenis-jenis konflik pada tatanan layanan pelayanan Kesehatan dan Keperawatan Teknik Asertive
---------------	--

Media	LCD, laptop
--------------	-------------

Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
- Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72
- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhershship role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas	diskusi
------------------	---------

Minggu 7

Materi	UTS
---------------	-----

Media	soal, lembar jawaba
--------------	---------------------

Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
- Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72
- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhersip role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas UTS

Minggu 8

Materi Peran dan Fungsi Manajemen Keperawatan dalam mengelola Konflik
Kemampuan Leadership dalam pengelolaan Konflik
Kemampuan Kolaborasi dengan Tim Kesehatan Pengelolaan Konflik

Media laboratorium komputer

- Referensi**
- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
- Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72
- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhershship role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas Role play, diskusi

Minggu 9

Materi Peran dan Fungsi Manajemen Keperawatan dalam mengelola Konflik
Kemampuan Leadership dalam pengelolaan Konflik
Kemampuan Kolaborasi dengan Tim Kesehatan Pengelolaan Konflik

Media LCD, laptop

- Referensi**
- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
- Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72
- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhershship role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas Diskusi, role play

Minggu 10

Materi Resolusi Konflik
 Style Manajemen Konflik
 pengaruh cultural, religius , ketertarikan, keyakinan dan konteks multicultural dalam mengelola konflik
 ter

Media LCD, komputer

Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
- Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72
- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhersip role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas diskusi, presentasi

Minggu 11

Materi Pengelolaan Konflik
Resolusi Konflik
Style Manajemen Konflik

Media kasus, komputer

Referensi Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.

Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.

Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32

Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72

Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926

Marquis.B.,L and Huston,C.,J .(2009). Leadhershif role and management function in nursing. Philadelphia:Lipincot

Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.

Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas diskusi, presentasi

Minggu 12

Materi landasan komunikasi untuk pengelolaan konflik
arah komunikasi
kemampuan mendengar

Media laboratorium komputer

- Referensi**
- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
- Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72
- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhershif role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas dinamika kelompok, diskusi

Minggu 13

Materi Negosiasi
Mediasi
Kolaborasi dalam pengelolaan Konflik

Media komputer, peraga

Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
- Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72
- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhersip role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas dinamika kelompok

Minggu 14

Materi Pemulihan, pemeliharaan dan pengembangan kearah perbaikan

Media komputer

Referensi

- Anastakis, D.J.(2003). Negotiation skills for physicians. American Journal of Surgery, 185 (1), 74-78.
- Huber, D. (2010). Leadership & nursing care management. Philadelphia: WB. Saunder.
- Deutsch,M.(1994).. Constructive conflict resolution: principles, training and research. Journal of Social Issues, 50 (1), 13-32
- Keenan, G., Cooke, R., & Hillis,S.(1998). Norms and nurse management of conflict: Keys to understanding nurse-physician collaboration. Research in Nursing & Health, 21(1), 59-72
- Kendall, A. & Arnold, R.(2008).Conflict Resolution I: Careful communication. Journal of Palliative Medicine, 11 (6), 925-926
- Marquis.B.,L and Huston,C.,J .(2009). Leadhersip role and management function in nursing. Philadelphia:Lipincot
- Swanburg, R.,C., & Swanburg, J.,R.(2006). Introductory management and leadership for Nurses. Toronto: Jones and Bartlert Pub.Ca.
- Swanburg, R.,C. (2006). Management and leadership for nurse administration. Boston: Jones and Bartlert Pub.

Aktivitas role play, diskusi

Minggu 15

Materi Telaan masalah konflik dan solusi

Media

Referensi

Aktivitas UAS

Minggu 16

Materi Telaah Konflik dan solusi

Media

Referensi

Aktivitas Presentasi, diskusi
