

Navigating Conflict With Clarity and Confidence

Tuesday, April 14, 2026
9:30 a.m. - 12:00 p.m. ET via Zoom

Conflict is an inevitable part of healthcare leadership, and unresolved conflict can severely disrupt teamwork, negatively affect patient outcomes, and create a toxic work environment.

Nurse leaders at all levels need the skills and know-how to navigate conflict with clarity and confidence.

In this interactive program, conflict management expert Randy Keirn will equip nurse leaders with a step-by-step framework for managing and resolving conflict effectively and sustainably. Participants will leave with the ability to transform conflict situations into opportunities for improvement, increased accountability, and enhanced team performance.

Register now!

[oonl.org/
navigating-conflict-
april-2026](https://oonl.org/navigating-conflict-april-2026)

Space is limited.

Key Topics Covered

- Identifying and understanding causes of conflict
- **CLEAR Rx Conflict Resolution Framework: a structured and repeatable method for proactively managing conflict**
- **Developing and communicating clear, actionable, measurable expectations that align with organizational goals and patient care standards**
- **Creating action steps to ensure accountability, personal ownership, and behavioral change in conflict situations**
- **Utilizing structured review and reinforcement strategies to sustain improvements and prevent recurring conflict**

Program Faculty

Randy Keirn, CSP, EFO, MPA, BSN, RN, EMT-P
Conflict Management Expert and Consultant



Randy Keirn is an accomplished nurse and veteran fire service leader with over 35 years of experience in healthcare and emergency services. Having served in ERs and ICUs for both adult and pediatric hospitals and as District Chief of Operations and Division Chief of EMS for Lealman Fire District (FL), he brings a distinctive dual perspective to conflict management. He is author of *CROSSFire: Taking the Heat Out of Conflict*, a certified Workplace Mediator Trainer, and Conflict Dynamics Profile Master Trainer.



Program Logistics

- Target Audience: Nurse leaders at all levels of leadership.
- Contact Hours: 2.5 Contact Hours will be awarded for participation.
- Registration fee: \$125 per person, or \$1,000 for 10 people.
- Groups: To register a group, [download our sign-up form](#).

The Organization of Nurse Leaders - New England is approved as a provider of nursing continuing professional development by The American Nurses Association Massachusetts, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.