



This guide provides suggestions to facilitate a mentoring conversation about: **Managing People**

ACEM Leadership Framework

Domain 2: Leading People

- Developing and leading high performing teams
- Forming collaborative networks and partnerships
- Developing and empowering other people
- Negotiation and conflict resolution
- Enabling collaborative decision making
- [Domain 2: Leading People](#)

Approaches:

- [ACEM Leadership Online](#) has a large number of resources that can be explored and discussed with the mentee
- Metacognition: understand how **you** manage people
 - Consider how you deal with an underperforming team member
 - Consider your strategies for negotiation or conflict resolution
- Discuss an experience when the mentee was required to manage others and explore this domain together
- Frame discussions around the ACEM Curriculum Framework domain descriptors Teamwork and Leadership and Management which have been summarized in the table below



Mentoring Discussion Guide: Managing People

ACEM CURRICULUM FRAMEWORK DOMAIN: TEAMWORK		
Principles of Teamwork	Function of a team	Teamwork strategies Intervene on suboptimal team member performance Conflict resolution strategies Performance improvement
	Working with a team	Assemble Support team members
Effective Teams: Departmental and Resuscitation	Team member	Perform any role Assist junior staff Alert team leader of issues
	Team leader	Lead the team Support junior staff Debriefing Constructive feedback

ACEM CURRICULUM FRAMEWORK DOMAIN: LEADERSHIP AND MANAGEMENT		
Human Resources Management	Conflict resolution	Resolve Support juniors Negotiate
	Shift work	Rosters Workforce
Leadership	Leadership	Lead ED shift Good manager
	Emotional Intelligence	Acknowledge differences Manage emotions
Operational Management of the Floor	Clinical supervision	Strategies to supervise clinical activity during shift Identify, report and counsel underperforming junior staff
	Patient flow and departmental workload	Manage staffing Manage patient flow
Patient Complaints	Bedside response	Support junior staff responding
	Complaints procedure	Principles Timely management of complaint Reporting Root cause analysis