

The thesis deals with the attitude of nurses to interpersonal conflicts in their workplace. It consists of two sections, the theoretical and the empirical one. Conflicts, team work in health care services and conflicts in nursing are discussed in the theoretical part. The empirical part is based on research survey, which took place in the Regional Hospital Kolín a.s.. Personal interview and anonymous questionnaire technique were used as a working tool for the data acquisition. The aim of the work was to elicit the consequences of an interpersonal conflict on the quality of work. Also, the most common source of conflicts was searched and a preferred problem solving method used by the nurses was sought. The other objective was to notice whether the method chosen varies due to the type of a workplace (a standard unit versus an intensive care unit) and the length of practice of a nurse.