**Presentation title**

Identifying common sources of conflict in Australian general practice training

**Explain why your paper is relevant, important and of interest to GP22 participants**

This paper reports on findings from our recent survey of GP supervisors, registrars and practice managers and shows that most respondents had observed or experienced conflict in GP training. Understanding the source and context of common conflicts is important to improve training experiences.

**Take home message**

* Most GP supervisors, registrars, and practice managers have observed or experienced conflict in GP training.
* Attitudes were the most common source of conflict for registrars, supervisors, and practice managers.
* Most GP supervisors and practice managers believed conflicts were easily resolved, however, registrars generally did not.

**Background**

Conflict between staff in hospitals is well recognised. Less is known about conflict in general practice training in Australia.

**Aim**

The aim of this study was to identify sources of conflict within Australian general practice training.

**Method**

The sample comprised > 100 GP supervisors, registrars, and practice managers. Respondents completed online anonymous surveys (Oct-Nov 2021) about their experience/observation of conflicts, actions taken to address/resolve conflict, and processes/resources that were helpful.

**Results**

The top 5 most frequently identified sources of conflict were in relation to attitudes, feedback, communication, employment conditions, and rosters/scheduling. Registrars were more likely to experience/observe conflicts related to teaching and poor communication than supervisors. Practice managers were more likely to experience/observe conflicts related to billing and base salary or bonuses than supervisors. Roster/scheduling conflicts were more likely for registrars and practice managers than supervisors. Supervisors were more likely to experience/observe conflicts related to teaching and employment conditions than practice managers.

**Discussion**

These findings show that conflict in Australian General Practice Training is common. Most GP supervisors and practice managers believed conflicts were easily resolved, however, registrars generally did not.

**Conclusion**

These results will inform the development of a guide for supervisors and practice managers to improve workplace relationships with registrars.