

<p><b>Step 1 Description</b>                  My nurse that I followed had five patients each day this week. We were very busy giving medications to all of them. She let me get them out of the pyxis, prepare them, and administer each one to the patients while she monitored to make sure I did everything safely. The nurse had her certain short-cuts for certain things, but she assured me to prepare the medication how we are currently being taught. On Tuesday, as we were in the medication room, a peer and her nurse were in the room with us preparing their own medication. As my peer cleaned the top of the medication vial after taking off the cap, I heard her nurse tell her, "Why are you doing that? There's no point for that. It's already sterile". I tried to not to draw my attention to them, but when I asked her later about it, she stated that she didn't take it personally because she was with a "seasoned nurse" and sometimes they are set in their ways.</p>	<p><b>Step 4 Analysis</b>                  I work on the Cardiac ICU at Covenant and there has been plenty of situations where co-workers do not get along. Preceptors and their orientees have had personality differences and are given the opportunity to change. There is a lot of conflict resolution opportunities available. Even the Nurse Manager or the Charge Nurse can have a sit down with the individuals to fix the conflict. I've had a couple of instances where a coworker snapped at me, once when I wasn't even talking to them, but I was able to stay calm and not lash out back at them. That would just cause unnecessary conflict. I think from the situation with my peer and her nurse is that the nurse was not having a good day and probably did not realize her tone or how she was wording things. The next day her and the nurse were getting along better.</p>
<p><b>Step 2 Feelings</b>                  When I first heard the nurse say that to my peer, I felt bad for the student for having to be talked down to in that manner. When we talked about it later though, she reminded me that sometimes it's not about you. It could be just a personality thing with the nurse you get assigned to, or they can just be really burnt out. Having to have a student can't be a fun thing for all the nurses. It did make me more appreciative of the kindness and teaching that my nurse was providing me.</p>	<p><b>Step 5 Conclusion</b>                  I could have stood up for my peer and stated in a professional and respectful manner that that is how we are supposed to prepare our medication because we have been taught that you can never be too safe. My nurse also could have said something to let my peer's nurse know that her tone was not appropriate. I learned that you should always be conscious of how you are communicating. When someone isn't kind to you, that person might need someone to be kind to them.</p>
<p><b>Step 3 Evaluation</b>                  The good thing about the event is that it was a good example on how to "brush off" something negative and move along with your training. The bad thing is that it had to happen in the first place. It was difficult to not say anything in the moment, but that also could have made the situation more awkward. I am glad I talked with my peer about it afterwards. My peer handled the comment very well and professionally.</p>	<p><b>Step 6 Action Plan</b>                  Overall, I think that my peer was very professional and made the best out of her learning experience and the experience improved for her the next day. She could have changed nurses, but she wanted to stay with who she was with, nurse and patients. Next time I will stand up for her though, I just need to make sure I am professional myself about it. I can apply this event to other work-related conflicts. This has taught me to always be kind and the situation is always dependent on your perception and attitudes towards it. I will use this experience to better my communication and relationship with my coworkers, classmates, and instructors.</p>

