

Avery Tubbs

**Unit 2: Conflict Management**  
**Z-Chapter 13**  
**ONLINE CONTENT (1H)**

**Unit objectives:**

- Discuss five methods to resolve conflict. (1,2,3,5,6)\*
- Discuss techniques to use in dealing with anger and with difficult people. (5,6,7)\*

\*Course Objectives

**Review Chapter 13 and the attached article entitled: Running on Empty: Compassion Fatigue in Nurses and Non-Professional Caregivers, and place your answers to the following questions in the Unit 2: Z-Chapter 13 dropbox by 0800 on 2/6/2023.**

1. You have recognized one of your coworkers is suffering from Compassion Fatigue. Discuss specific ways you would deal with this person if they were a:

(Provide specific examples and techniques)

a. Sherman Tank- **Say the Sherman Tank is showing unwarranted anger towards coworkers and patients. I would try not to argue with the person and I would prepare to be shut down when trying to give my perspective. I would try my hardest to get through to the person that the behavior they are exhibiting is not acceptable and that I understand they may be having a hard time. I would encourage them to try and take some time for self-care and to reflect on their successes and remain optimistic.**

b. Sniper- **Say there is one coworker, the Sniper, that is constantly putting everyone else down whenever they do something. I would calmly make sure to say something to let them know it sounds like they are making fun of whoever the quote was directed at. I would ask for a group opinion regarding this subject as well. This way the sniper is aware that even though they might be having issues, it is not okay to project them on everyone else in the workplace.**

c. Constant Complainer- **There is someone working on the unit that is always complaining about patient assignments being heavy for some nurses, but not for others. I agree that this is an issue, however I would not tell them this. I would encourage them to seek out ways that someone could help them solve this problem. For example, if they feel their assignment is too heavy, I would ask if they need help, if they feel they do not have enough to do, I could see if there would be something they could help me with.**

d. Clam- **The nursing supervisor on the unit never answers any questions from me when I ask her. Sometimes, they are very important and I really need an answer. I would address this by letting her know that I am not giving into their silence and I will continue to ask them until I get an answer. When**

**they do answer, I will make sure to give them undivided attention out of respect.**

2. Pick one of the ways to offset or reduce the risk of compassion fatigue in staff members (article) and provide **specific** examples a Unit Director could utilize in order to accomplish this.

**One thing that can be done to reduce the risk of compassion fatigue is to make sure that you are taking time for self-care and getting proper nutrition and adequate sleep. A unit coordinator could make sure that they are taking lunch breaks while they are working. This is important because it allows them to take a break from their job, especially if they are working a 12 hour shift. They should consider having a lunch that provides proper nutrients, especially protein, fruits and vegetables. Another thing they should do is to try and get at least 8 hours of sleep. To promote this, they should avoid watching television or scrolling through social media before bed. They should also make sure they are using their days off to do things they want to do to offset the feeling of being controlled by their work.**

3. You are a new graduate RN working on a busy Medical-Surgical Unit. The patient assignment you have for the day is a very heavy workload, and the Charge Nurse has just informed you that you are getting a new admission from the ED. You know that you will not be able to manage your patient load and this admission. Utilizing the model for conflict resolution, provide specific examples of how you would manage this situation by using:

a. Accommodation- **I would resolve this situation by informing the charge nurse that I do not feel comfortable accepting another admission as I already have a heavy workload. I would hope the charge nurse would offer to help with some of the responsibilities I have for my patients, or assign them to someone else.**

b. Collaboration- **I would offer to take the new admission if someone else, possibly the charge nurse, could take over one of my other patients. I would then offer to pick up an extra shift for a day that we are short staffed in order to compensate.**

c. Compromise- **In this case, I would hope the charge nurse would tell me to help get the patient situated and complete their admission, and then she would find someone to take over their care.**

d. Avoidance- **In this case I would not approach the charge nurse and I would accept the additional admission. I would likely be very stressed and angered, but I would not let it come to the surface.**

e. Competition- **In this situation I would approach the charge nurse, and they would likely tell me that I needed to figure it out and that if I was going to be a nurse on this unit, then I needed to be able to handle the heavy assignment.**

***In order to receive full credit (1H class time) for this assignment, it must be completed in its entirety by the due date/time assigned. Any assignment not completed in its entirety will result in missed class time.***