

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: **They are people who have a need to prove to others that they are right even when they are not, they lack compassion and trust so it is harder to get things done. If a person was a Sherman tank you need to make sure to defend yourself without fighting, don't allow yourself to be run over. Examples of someone who is a Sherman tank is someone who is exhausting, they are abusive abrupt and intimidating.**

b. Sniper: **They aren't as openly aggressive as the Sherman tanks however, they still prefer to undercut you and make you look like you don't know what you're talking about. You need to ask very calm questions and get group determination on the issue at hand. Ask others if they also see the issue the same way as you do or the same as the sniper?**

c. Constant Complainer: **These people feel powerless therefore they draw attention to their own problems. The way to handle a constant complainer is to offer to help them when they are having difficulties. Try asking can I go do this dressing change for you so that you can catch up on your charting.**

d. Clam: **They are people who refuse to respond when you need or want an answer from them. Don't fill in their silence with your own conversation. Try to use open-ended questions to open the clam up for conversation. Use can also use the friendly, silent stare. When the clam opens up be very attentive to them.**

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. **Offer training that educates employees to talk about how they are affected by their work. Make time for social interactions among teams. Social events and a yearly retreat to get away from the workplace to build cohesion and trust. The**

unit director could talk to the staff and decide when would be a good time to arrange for retreats and it could be over multiple days so that all staff could attend. Another way for them to arrange this would be offer both a day shift and a night shift training so that staff can attend and everyone gets equal treatment.

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: **Low concern for outcomes, High concern for relationships. I would manage this by maintaining harmony. This is the lose-win so I would take the patient and just accept the fact that I have to deal with the admission and my heavy workload.**
- b. Collaboration: **Win-win the problem solver. This is high concern for outcomes and high concern for relationships. This person would plan out the priorities first. What needs to be done and what can be done when I have time. This person would delegate what they can and have other nurses help out where they are able to.**
- c. Compromise: **No lose- no win. This person is in the middle of concern for outcomes and concern for relationship. This person would do what they can and trade off hard things for a simple task with a nurse where they are able to.**
- d. Avoidance: **Lose-lose. On the low end of concern for outcomes and concern for relationships. This person would withdrawal themselves from the situation and avoid what they can. They delay responding to the conflict.**
- e. Competition: **Win-lose. They are high on the concern for outcomes but low on the concern for relationships. This person is uncooperative and is most likely to do what they see is needed and ignore the rest until later.**

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.