

**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

***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

Sherman tank individuals are overwhelming to other nurses as they are abrupt and intimidating. They have a strong need to always be right. I would deal with this coworker by not letting them walk all over me by standing up for myself – but it is important not to argue with them. I would give them time to express themselves, and if I disagree with them, it is important to be assertive with them on my perceptions/opinions. Once they finally understand me, I then can be friendly.

b. Sniper

Snipers aren't as openly aggressive as Sherman Tank's. These individuals purposefully hurt you as they tease you and make you look ridiculous. When dealing with Snipers it is important to obtain group confirmation and denial. As the book states, call them out when it seems like they're putting you down by asking calm questions like "That sounded like a put down. Did you really mean it that way?" (Zerwekh et al., 2023).

c. Constant Complainer

Constant Complainers draw attention to all of their problems. As a coworker, I would acknowledge their complaints and explain my perception of how they feel. I wouldn't agree with the person, but instead, help them problem solve. I could potentially do this by offering to complete a task for them so they can feel less overwhelmed while they're trying to complete another task.

d. Clam

Clams are individuals who refuse to respond to questions or decisions. Ways to deal with clams are reading their non-verbal cues, asking them open-ended questions and quietly waiting for a response, and providing them with a friendly silent stare showing them you're waiting for a response. When they

do respond, be attentive and direct regarding telling them what you're going to do.

**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.**

A way to offset or reduce the risk of compassion fatigue in staff members as a Unit Director is to reward effort and offer flexible hours. The Unit Director can reward effort by catering lunches, give additional CTO, gift cards, paid spa days, raises, and/ or employee recognition. I personally think additional CTO or paid spa days would be the most effective as self-care for these employee's is important. It would give them time to relax and destress internally to potentially reset their minds and hopefully allow them to start feeling empathetic. These nurses at risk for CF would benefit from self-care as they could potentially deal with several physical and emotion issues such as headaches, confusion, resentment, irritability, fatigue, sleep disturbances, etc. Additionally, the unit coordinator can prevent CF by being more flexible with hours. I know It can be hard in the hospital, but if an employee asks for a certain day off its important that the unit director tries their best to offer them the day off to prevent resentment. Rewarding effort and offering flexible hours would effectively improve relationships with patient's, patient outcomes, and the quality of their overall professionalism.

**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 be accommodating by accepting the Charge Nurse's new admission she's giving me without conflict. I may feel resentful, but I would put my differences aside and just agree to take the new patient and deal with the stress of all of the patients on my own.

b. Collaboration

In this situation I would collaborate with the Charge Nurse and tell her that I will not be able to manage my patient load if I were to receive another admission. I would inform the charge nurse that I can assist with tasks needed done on the new admission while also managing my patient load, but I would not be able to fully take the new assignment as it could potentially put my patient assignment at risk.

c. Compromise

As a nurse I would respect the Charge Nurse's assignment, but since I am unable to manage my patient load and the new admission, I would compromise with the Charge Nurse by asking, "If I take the new admission, would you be willing to pass my meds due at 0800 and retrieve vital signs for my assigned patients while I do my admission assessment?"

d. Avoidance

I would use avoidance in this situation by being uncooperative and telling the Charge Nurse I am unable to take the new admission. This could cause potential conflict.

e. Competition

In this situation I would try to compete with the charge nurse. I would explain how I wouldn't be able to manage the new admission and my patient load and explain everything I still have to do but she would try to explain how she needs me to take the new admission and how she thinks I could manage it.

Zerwekh, J., & Zerwekh-Garneau, A. (2023). *Nursing today: Transitions and trends (11<sup>th</sup> ed.)*. Elsevier, Inc.

***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.***