

**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: I would be assertive and not let them control me but do it in a way where I'm fighting back. I would make them keep eye contact with me and sit in a quiet area. When they finally listen, I would take a friendly approach.

b. Sniper: I would set up regular meetings to keep things from outbreaking. When a problem arises, I would get a secondary opinion from groups of people and ask the sniper specific questions related to what the issue is.

c. Constant Complainer: I would listen to their complaints and make them feel heard. I wouldn't agree with what they are saying, but rather try to solve the problems they are having.

d. Clam: I would ask open ended questions and not fill the silence with conversation but rather wait for them to answer. I would also try to use the clamming technique back on them by staring at them and give nonverbal body language that says, "I'm waiting for a response".

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 way to offset or reduce the risk of compassion fatigue in staff members is by "Encourage healthy self-care habits such as good nutrition, sleep, taking work breaks". The unit director could promote self-care habits like good nutrition by providing staff a bulletin board in the locker room that has a new post on it each month. One month it could be themed "sleep" and it would have tips for sleeping and why sleep is important to be informative. It would also have a dry erase board where employees can interact and write ways they catch up on sleep or get a better night's rest. Something I would write is listening to brown noise. This is something I discovered last month, and it helps me fall

asleep very easily. We all can learn from each other in a lighthearted encouraging environment. The theme would change each month keeping employees interested in what's to come next and give everyone a chance to interact.

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: The charge nurse would feel bad for giving me a heavy workload so she would offer me the rest of the week off.

b. Collaboration: I would ask the charge nurse to talk about my patient assignment and suggest we look at the assignments to make them more evenly distributed. If they are even, I would try to come up with a creative idea to manage the patients in a quality way by using delegation from LPN and UAPs with help from the charge nurse.

c. Compromise: I would ask the charge nurse to let me have the heavy load today but to give me a light load the next workday.

d. Avoidance: I wouldn't mention the patient workload as being too much, I would just do the assignment and be angry at the charge nurse.

e. Competition: the charge nurse would tell me that I must do the assignment because I don't have enough seniority to get out of it. She would say it's part of the job to be treated poorly as a new grad.

***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.***