

Madison Proy
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: A sherman tank is a person who is overwhelming, intimidating, abusive, and are considered “attackers”. They have a strong will to prove to others and themselves that they are right. Sherman tanks lack care and trust and often have poor relationships with their coworker due to reoccurring disagreements. They are very confident beings who degrade others while remaining a sense of superiority. After reading the article Running on Empty: Compassion Fatigue in Nurses and Non-Professional Caregivers I have a better understanding of compassion fatigue including the signs, symptoms, and how to treat them. If a coworker of mine was considered a sherman tank and was suffering from compassion fatigue, I would:
 - 1) Set up a meeting with the coworker in a calm environment to discuss the signs of compassion fatigue and how I along with other resources could help them if willing. I would utilize a calm environment to avoid distractions and hopefully keep the conversation civil and to the point with no disagreements.
 - 2) Not accuse them of having compassion fatigue in fear this would bring about anger. I would instead state the facts on compassion fatigue and ways to help and allow them to self-evaluate whether they think help is necessary. I would intervene in a more confrontational way if patient safety or care was at risk due to the compassion fatigue.
 - 3) Give this coworker time to rant about what their feelings are.
 - 4) Have the coworker sit down to conversate while also maintaining eye contact with them. Not allowing these types of people to talk over you is important so remaining assertive and stating my reasonings forcefully would be important.
 - 5) Refrain from arguing with the individual or degrading them. This would only spark up negative energy and the point of the conversation would be

lost in a disagreement. To successfully communicate my worries with them it would be best to refrain from hurting their ego or shaming their character.

- 6) At the end of the conversation, hopefully my education and worries of their current manifestations consistent with compassion fatigue would be successfully conveyed, I would respond in a friendly manner despite any bumps in the conversation and be thankful they were able to listen to my thoughts. If needed I would schedule a follow up meeting.
- b. Sniper: A sniper is considered a person who is not as aggressive as a sherman tank but utilize innuendos and teasing remarks to get under others skin. They tend to mask their attacks on others instead of bluntly being abusive. Their goal is to make other feel ridiculous and the best way to handle a sniper is to ask straight forwardly what they meant by their remarks. If I had a coworker that was considered a sniper that was suffering from compassion fatigue, I would:
- 1) Ask them to have a conversation with me and during this conversation I would educate and state facts on compassion fatigue and ask if they feel any resemblance to my statements. By allowing them to speak how they feel about it instead of accusing would hopefully avoid any nasty remarks from the individual as a response.
 - 2) Handle any poor remarks or digs by bluntly asking what they meant by saying that. By doing this our conversation and any feelings can be made clear and we can discuss any misinterrupted statements or negative emotions.
 - 3) Handle any criticism of my thoughts by having a third person in on the conversation that can confirm or deny the attended criticism.
- c. Constant Complainer: A constant complainer is a person who draws a great deal of attention to their problems but does not act on solving them. Constant complainers often feel powerless. Their issues they bring up are real, but they go about them in a nonfunctional way. If I had a coworker who was showing signs of compassion fatigue that was also a constant complainer I would:
- 1) Take the opportunity to speak with them privately after they complain about something in the workplace. This is a good opportunity to address the compassion fatigue since one of the many symptoms is workplace fatigue or dread.
 - 2) Listen to their complaints and rephrase them back to the individual to show understanding of their feelings. By doing this it shows I am listening and care which will hopefully allow them to feel safe in receiving help by me and the resources I have to offer.
 - 3) Refrain from agreeing to their overexaggerated sense of an issue and instead face it with logic and actual ways to problem solve.
 - 4) Ask specific questions to get to the root of the issues that may be causing the compassion fatigue. My questions would be enlightening in nature to promote real change.

- d. Clam: Clams are those individuals in the workplace who ignore you and refuse to communicate. If I was dealing with a clam in the workplace who was suffering from compassion fatigue, I would:
- 1) Read into their nonverbal communication to receive a response to my statements on compassion fatigue.
 - 2) Utilize open ended questions and remain silent for extended periods after asking to “force” a response from that individual.
 - 3) Use nonverbal clues of my own such as a “friendly silent stare” to also promote a response from the individual I am trying to educate on compassion fatigue.
 - 4) Remain attentive during the whole conversation to not allow the individual to dismiss the conversation.
 - 5) End the conversation with a serious tone especially if the intended focus, in this case compassion fatigue, did not occur successfully. This will make it so that individual knows you are serious and at some point, they will have to communicate with you on that subject.

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, and in my opinion the biggest way, to reduce the risk of compassion fatigue in staff members is to promote self-care. Some ways a Unit Director could suggest this to their employees is by offering flexible work hours, ensuring employees get their scheduled breaks, hold a meeting on the importance of self-care, offer a safe space to unwind while at work, be open to their employers boundaries that protect their self-care, begin a unit lead self-care program where employees can work together to suggest self-care ideas on a board or social media group, encourage a transition from work to home, allow your employees to say no more often without consequences, promote delegation and the use of all levels on the health care team on your unit, educate your team on compassion fatigue to bring awareness, create a support group within your unit, as the Unit Director finding time to attend professional training in self-care promotion and compassion fatigue prevention, remain compassionate and patient towards your staff, acknowledge your teams achievements on the unit to increase satisfaction in the work setting, limit gossip on your unit, provide debriefing for all staff members following a traumatic event on the unit, encourage continued education, provide benefits, promote team building to not allow anyone to feel alone, provide the tools to allow your employees to be successful in their self-care, empower your staff, create a mission statement that aligns with self-care for your unit, and allow open communication.

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: This is the lose-win situation in conflict resolution. It is when one accommodates at his or her own expense to “solve” the issue at hand, but the person who had to accommodate becomes upset and resentful for having to do so. In this situation accommodating would be if the charge nurse took over the new admission even though their schedule is packed as well in order to avoid disagreement with the RN. In this case the charge nurse loses and the RN wins.
- b. Collaboration: This is a tactic that involves a lot of concern for the problem and the outcome. The needs of both individual involved are presented and conflict and problem solving are seen. This is a win-win situation. In this case an example of collaboration conflict resolution would be if the charge nurse agreed to settle the patient in their room and do initial assessments if the RN took the patient on after doing so. This way both parties are splitting the workload.
- c. Compromise: This is a strategy that involves bargaining. It is a compromised version of a win-lose tactic. It considers the importance of the resolution and both individual’s feelings. In this scenario an example of compromise would be if the charge nurse told the RN she would handle any new medication orders for the patient if she did the rest of the admission.
- d. Avoidance: This is a poor strategy that ends up in a lose-lose outcome. The conflict is not truly resolved when utilizing this strategy. In this case an example of avoidance conflict resolution is if the RN does not speak her feeling and doubts about taking on another patient. This makes it so the charge nurse is unaware of the overstretching of the RN’s abilities which is unsafe for patients in her care at that time.
- e. Competition: This is a win-lose tactic of conflict resolution. The use of power and control of one person over the other is used in this strategy. In this scenario an example of competition conflict resolution is if the charge nurse dismisses the RN’s apprehension towards taking on another patient and makes him or her do it anyways.

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.