

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 sit them down and explain what I have seen in terms of their fatigue. I would maintain eye contact, be assertive without being confrontational, and have support if need be.
- b. **Sniper** – I would be ready for them to take a shot at me. I would also have to ask questions straight out instead of letting them undercut what I'm saying.
- c. **Constant Complainer** – I know they would have real concerns but wouldn't do anything constructive to solve them. I would acknowledge their concern and suggest ways to resolve the fatigue.
- d. **Clam** – I would read their nonverbal cues to determine when the best time is to discuss it with them. I would stay patient and wait for their 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 reduce the risk of compassion fatigue is to reward effort and offer flexible work hours. This includes giving financial compensation as opposed to pizza parties, increasing PTO, allowing mental health days, and providing mental health resources.

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 ask the charge to give the patient to someone else since I would be overwhelmed.
- b. **Collaboration** – I would ask a coworker if they could split the patient's care with me so neither person is overwhelmed.
- c. **Compromise** – I would ask the charge to give it to someone else but in turn I will come in early for my next shift.
- d. **Avoidance** – I wouldn't tell the charge nurse about my concern.
- e. **Competition** – I would tell another nurse that they have to take the patient.

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.