

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: Do not allow yourself to be run over. Stand up for yourself, is possible try to get the person to sit down.
- b. Sniper: Get group confirmation or denial. Ask questions like “Does anyone else feel this way?”
- c. Constant Complainer: they draw attention, listen, and acknowledge them.
- d. Clam: use open ended questions, do not use their silence as a time to talk more.

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.

Create an open environment where employees have a venue for mutual support. Encourage employees to talk about how they are affected by their work. Offer training that educates employees about burnout and Compassion Fatigue and how to recognize the symptoms. Share caseload among team members, particularly the most difficult cases. Make time for social interactions among teams. Social events and a yearly retreat away from the workplace can build cohesion and trust. Encourage healthy self-care habits such as good nutrition, sleep, taking work breaks. Reward effort and offer flexible work hours. Offer training that focuses on self-care and life balance to build resilience to stress.

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: Lose-Win. “The Pacemaker” Suppresses and smooths over differences, dreads conflict, maintains harmony.
- b. Collaboration: Win-Win. “The problem solving” assertive and cooperative, objectively evaluates differing views, often leads to creativity and new ideas.
- c. Compromise: No Lose- No Win. “The trader” middle of the road position, give and take by both parties, seldom confronts conflict.
- d. Avoidance: Lose-Lose. “The Escapist” Withdraws from situation, tries to remain neutral, delays responding to conflict.
- e. Competition: Win-Lose. “The player” based on power, aggressive and uncooperative, appropriate in short term needs.

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.