

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

Keep your fear and anger under control and avoid an outright confrontation if possible. Defend yourself, but without fighting. (Don't allow this person to get you upset, keep a calm head and if possible, redirect the conversation if it becomes heated.)

Do not allow yourself to be run over, step aside. Stand up for yourself. (Just because your avoiding confrontation doesn't mean back down get your point across.)

Seek support when warranted. (If you need a friend/colleague to step in to avoid a confrontation allow that person to mediate the situation).

Give such a person a little time to run down and express what they might be ranting about. (Allow them time to express themselves.)

Sometimes it is necessary to be rude; get in your word in any way you can. If possible, try to get the person to sit down. Be sure to maintain eye contact with him or her while you state your opinions and perceptions forcefully and assertively. Do not argue or try to cut the person down. When he or she finally hears you, be ready to be friendly. (It may be possible to ask the person to sit and allow you to speak if not continue to express yourself without holding back, however don't make the other person feel attacked or bad while doing so.)

b. Sniper

Address the Sniper head on. If you feel attacked by the sniper, ask him/her clarification if they meant to attack you or what was the meaning behind the comment. Also ask others for confirmation. Ask anyone else do they feel the same as the sniper.

c. Constant Complainer

Be compassionate and listen to their complaints. Let them know you acknowledge what's bothering them. You don't have to completely agree with this type of person. Move into problem -saving mode so you can try to come up with a solution for the complaints presented. Suggest submitting the complaints in writing.

d. Clam

Use non-verbal communication to help guide when dealing with this type of person. Try to get them to open with open-ended questions. Try to also be clammy by using a friendly silent stare, look like you're waiting for a response. Don't be too bubbly after they answer a question. Avoid a polite ending, for example don't say "Thanks for coming in."

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.

Employers can provide benefits to aid staff in practicing authentic sustainable self-care. As a unit director, I would alternate the staff for "mental health" days. These days would be dedicated to taking time away from the monotony of the job and promote self-care. I would offer PTO times for longer than 1 week a year so that people could get time to spend with family and friends more often. I would suggest having a room built especially for nurses who need a break from the floor. Not a break room but a "rest" room so that when they are stressed on the floor they can go to a quiet room and regroup themselves before stepping back out on the floor.

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

By being a "peacemaker", I would suppress my anger about being angry about the new admission coming. I would put my pride to the side and try to manage my patient load the best way I could to get the job done.

b. Collaboration

I would try to collaborate with my charge nurse in asking her to assist me with admitting the patient because of my patient load being so heavy. By asking her to take on some responsibility because I am not able to but also enable her to do her job without interruption.

c. Compromise

I would ask the charge nurse if I could take a lighter patient load but more patients to even out the workload amongst the nurses this way, I could take more patients but with lower acuity levels.

d. Avoidance

I wouldn't approach the charge nurse about my issues with taking the patient. Therefore, accepting the workload and not being able to get my work done in a timely manner.

e. Competition

I would ask the charge nurse if I could take easier patient's however the charge nurse may not allow me to do so because all the nurses have harder patients and that wouldn't be fair to the other nurses.

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.