

**Unit 2: Conflict Management**  
**Z-Chapter 13: Cassidy Hall**  
**ONLINE CONTENT (1H)**

**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: Sit them down and make eye contact with them, be assertive on how you feel and upfront even if its rude. Allow little time for them to rant about things.
- b. Sniper: Be calm and collective while listening to them talk. Ask firmly if anyone else in the group felt that way on the issue. Confront the person in a claiming matter.
- c. Constant Complainer: Approach the conversation with a problem-solving point of view, allow the person to say the complaints, acknowledge it and analyzing it against your own thoughts. Next ask very specific questions about the complaint.
- d. Clam: Be direct with what you are going to do or what you want them to do. Regardless of if they do not respond to you during the conversation. Watch the clam's nonverbal communication and use open ended questions during your conversations.

**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 of the ways to reduce the risk of compassion fatigue to staff as a Unit Director is offer rewards and flexible work hours. Rewards can vary from pizza party to wearing character scrubs on a friend. Benchmarks should be put out and once they are reached a reward for the whole department should be put into place. It would also be a good idea to get feedback from staff as to what kind of rewards they would like. Next is flexible work hours, sometimes this can be hard to do. Setting boundaries with scheduling like working every third weekend. If you need that weekend off talk to a coworker to switch weekends. Put in your requests of how you want your schedule to look like for the next 10 weeks, and we will do our best to accommodate it. With the scheduling also create a reward system if you do not miss a day of work in 3 months we will give you a half day off on the following schedule expect your required weekend.

**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: Thank you for accommodating me, once I am caught up on my workload, I can aid in anything you need me to do. I do agree with you everyone is busy.

b. Collaboration: Can you have someone else take this patient and I will take the next one I am just having a heavy workload that I have not caught up on yet.

c. Compromise: I will take the extra patient if you can pass my 0900 medication for me. I am overwhelmed and will have to do the admission assessment for the patient.

d. Avoidance: Try to hold off on asking for help. Analyze my feelings about being overwhelmed and talk to the charge nurse about my concerns.

e. Competition: I understand that you are the charge nurse, but I am having difficulty with my patient load right now. If you cannot respect that or help out, I will be going to the nursing supervisor for additional help.