

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 not let this individual rant on about whatever it is that they are bothered about. Instead, I would directly cut into this person's conversation and correct them where they are wrong. I would address their issue and explain to them that this is the way we get our tasks done and that is why we are going to continue to conduct ourselves this way.

b. Sniper

If a sniper is making rude remarks or statements about the kind of care I provide to my patients, I would simply ask my patients if they are happy with the kind of care I have been providing them. That or I would ask my coworkers to see if they think I have been doing a good job. This would prove that the sniper's remarks are invalid and ridiculous, thus no longer affecting me.

c. Constant Complainer

I would listen to whatever it is they are complaining about and then readdress their complaint while also making a suggestion that could possibly solve their complaint. For example, if they feel overwhelmed with the amount of work they have to do for their patients, I would ask if there are any tasks I can assist them with to lighten their load.

d. Clam

A way I would address a situation with a clam would involve me asking them a simple question to get them to respond to me first before addressing the issue. I would ask for something like the date or if they had seen one of the other nurse's on staff. Then after their response I would ask them about whatever the issue is, while making eye contact, and wait for their response. If the issue is not address after me asking the first time, I would suggest to them to think about it and that I would be right back to follow up the conversation after taking care of one of my patients.

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 is to share the caseload among team members, particularly the most difficult cases. A Unit Director could assign the most senior nurse to the most critical patient they have on their unit. Another way a Unit Director could share the caseload is by assigning an experienced nurse with a newly registered nurse to the same patient.

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 take on the new patient and not say anything to the charge nurse because I would hate to start any conflict between us.

b. Collaboration

The charge nurse and I would discuss options to see how we could effectively care for the new incoming patient while managing the already heavy workload I already have. In this discussion one of the options we come up with would be for me to conduct a basic head-to-toe and vital sign assessment and report it back to the charge nurse. From there the charge nurse will oversee the rest of the patient's care.

c. Compromise

I would suggest to the charge nurse that perhaps another nurse with less as a heavy workload could take the patient on to be a part of their patient list. At least until one of my patients are discharged or sent to another facility.

d. Avoidance

I would avoid speaking to the charge nurse to not cause any conflict and take the new patient on as ordered.

e. Competition

I would approach the charge nurse and say, “Based on my current workload I do not think it would be appropriate for me to be issued the new patient from the emergency department. However, I could handle them for a short period of time until you find a nurse that can take them on as a new 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.