**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 be assertive and defend myself or others without being rude. To be heard maintain eye contact, I would not argue but state my opinion in a direct way.

b. Sniper—Snipers need to be exposed to when they are being hurtful. I would get backup from others and ask what others are feeling.

c. Constant Complainer—These individuals need to be acknowledged. I would ensure I am understanding what their problem is by paraphrasing what I believe the issue is. I would offer solutions and resolutions.

d. Clam—For this individual I would read into body ques, acknowledge I see a problem and be attentive when they are willing to talk,

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 offset the risk of compassion fatigue is for employers to offer flexible hours to their staff. This will allow staff to feel like they are not living their life for work, It is challenging to accomplish tasks needed outside of work such as doctors appointments if there is no flexibility.

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—The charge nurse does the admission herself

b. Collaboration—The charge nurse splits a patient for a while until you can get caught up

c. Compromise—The charge nurse gives the admission to someone else

d. Avoidance—Say nothing to the charge nurse and “accept” the heavy load

e. Competition—The charge nurse tells you it is responsibility and everyone has the same number of patients.

***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.***