

Alicia McGraw

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 – Pull yourself away from the situation so that they do not run all over you. Do not get emotional, remain calm. Let them have a few minutes to express themselves and what is bothering them but make sure to also get your voice out there. Remain strong and assertive, do not back down and maintain eye contact.

b. Sniper – Voice your concerns flat out to the sniper. Ask them if what they said was meant to be rude, or to explain themselves better so that you can understand the point that they are trying to get across. Call them out.

c. Constant Complainer – First listen to the complaints and hear them out. Ask very specific questions and encourage them to put their feelings in writing.

d. Clam – Read the nonverbals from the clam. Ask your questions and wait quietly for their response. Wait as long as you need to for the response and when they finally give it, give specific direction on how you feel and what you are going to do. Avoid over politeness when the clam opens up to you.

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 that a Unit director could reduce the risk of CF that spoke to me was reward effort and allow flexible work hours. When you work hard and have a lot taken out of you for going above and beyond, you want that to be recognized. You want your efforts rewarded and when they go unnoticed it makes it seem as though you are putting all of this extra effort into it and it makes little to no difference. Having that good hard

work acknowledged is enough to push me to achieve more. I know that when I have a flexible schedule that I can move around to attend events with my family that I am happier in that work environment. Flexibility seems to be something that a lot of the work force wants to have, and allowing that of your staff is a very positive thing that can be done as a director.

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

-Managing this situation by accommodation would be difficult for the new grad. In order to accommodate for what her charge nurse gave her, she will have to overlook her feelings on her workload and take on the admission on top of her current patients, which will greatly impact patient care based on the amount of time she will have to spend with the new admit. It would be best for the charge nurse to realize that the new grad's workload is too large for her to handle, and in that sense she would need to accommodate and hand that new admission to another nurse with less of a workload or more experience balancing her patients.

b. Collaboration

-When using collaboration in this situation the charge nurse could take over the task of getting the new admit into the room and situated and handling all of the paperwork involved in the new admit process. This would allow the new grad to meet with all of her patients and give their meds and anything they may need. If the charge nurse can take care of the admitting process then maybe the new grad could take on the patient after that is done.

c. Compromise

-In this situation, the charge nurse could say that if the new grad would take on this new admit with her current workload then she will not give her another new admit for a while. Basically saying if you will take care of this for me today, I will try to save you from a new admit in the following weeks.

d. Avoidance

-By avoiding taking on the new admit, it greatly decreases patient satisfaction. The patient does not win in any aspect and the hospital is then left with poor satisfaction scores. If the new grad takes it upon herself to completely avoid the part of her job that she does not want to do, her workload for that day will be less but she will have significant repercussions.

e. Competition

-In this example of competition. The charge nurse would turn down the new grad's request for not taking on a new admit on top of her heavy workload, and state that because she is new and has the least seniority then she must take the

new admit. This does not take into account the competence of this nurse taking on too many patients and will not benefit anyone involved.

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.