

**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

**It is important to give these individuals time to express their emotions but you need to be able to defend yourself in a way that will not start a fight. It can be helpful for them to sit down and try to maintain eye contact with them. Do not try to decide who is right or wrong.**

b. Sniper

**When these individuals start conflict, it is usually in a hidden attack, so it is helpful to get the opinion of other group members to find the source of the problem. It may help to have regular meetings set up with this individual to work out issues.**

c. Constant Complainer

**Make sure to listen, acknowledge and understand these individuals' complaints. Ask specific questions, offer help, and encourage them to submit their complaints in writing.**

d. Clam

**Ask these individuals open ended questions and be patient with their responses, do not answer for them. Be direct and avoid polite endings, do not be overly happy just because they gave some effort into the conversation.**

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.

**“Encourage healthy self-care habits such as good nutrition, sleep, taking work breaks”**

Some ways unit directors could implement this:

- **Communicate with all staff nurses working each day to ensure they get a 15-minute morning break and a 30-minute lunch break**
- **Recommend to the nurses that they take a step away from the unit for their breaks to ensure they are letting their mind rest for that amount of time**
- **Make sure there is someone monitoring their patients while on break**
- **Offer healthy snacks and water refill stations in break room areas in case there is less time to grab something elsewhere**
- **Make a good effort to allow nurses to leave right at the end of their scheduled shift so they can go home and get adequate rest. Especially if they work again the next day**
- **Checking in with the nurses' multiple times a day to see if they need a minute to use the restroom, grab a drink, or take an additional short break. Nurses are not superheroes**
- **For night shift nurses, provide tips on how to get good rest while having an imbalanced circadian rhythm**
- **Provide tips on ways to discover self-care habits and hobbies outside of the work space**

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 may put her busy schedule aside and take on this patient to accommodate for me as the new nurse.**

b. Collaboration

**I would work together with the charge nurse to care for the new patient equally. They may help me start the admission process by completing some of the charting or checking on my other patients. Goals are met while accommodating both parties needs and emotions.**

c. Compromise

**A compromise may be that the charge nurse will give one of my patients to another nurse, but I will still have the new admission. I will still have a busy day but some of the workload will be given to another nurse.**

e. Avoidance

**An example of avoidance would be if as the nurse I did not voice my concerns about getting a new admission on top of my heavy workload. I would be left frustrated, and the charge nurse may become frustrated if my performance declined. This conflict would be unresolved and could lead to nursing mistakes.**

f. Competition

**After asking if the new admission could go to someone else the charge nurse explains to me that the number of patients I will have even after my new admission is the standard for that unit. She uses her power and will not be making any expectations for me.**

***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.***