

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

~~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 -If a Sherman tank was dealing with compassion fatigue, I would give them time to run down and express what they might be ranting about. I would not argue and be as friendly as possible while they have their moment. After they have their moment, and I have heard their concerns, I would remain friendly and try to get them to hear my perceptions and opinions. "Remember when Dr. L yelled at you, and you didn't feel good?"

b. Sniper-If a sniper was dealing with compassion fatigue, I would ask them exactly what the issue is, while remaining calm. I would see if anyone else felt that way and would set up regular problem-solving meetings with them. "Do I understand correctly that you don't like what I'm saying"

c. Constant Complainer-If a constant complainer was dealing with compassion fatigue I would try to listen to the complaints, acknowledge them, and make sure I understand how they feel, and see what help I can offer them afterward. I would move into a problem-solving mode and ask specific questions that are informative and encourage them to submit their complaints in writing. "Did I understand correctly that you are having difficulty with your patient load?"

d. Clam-If a clam was dealing with compassion fatigue, I would try to read their nonverbal communication tactics and try to get them to open-up, using open-ended questions. When the clam finally opened, I would be attentive and be direct about what I'm going to do. "This was important to me. I'm not going to drop the issue. I'll be back to talk to you at 3 o'clock tomorrow."

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 to accomplish this.

One way to offset or reduce the risk of compassion fatigue in staff members is to share the caseload amongst team members, particularly the most difficult cases. Specific examples of ways a Unit Director could accomplish this is to look at each patient and see how independent or not they are, how much care they need, how many medication passes

are needed, etc. If each nurse must have 4 patients that day, the director could give them two independent patients, and two bed rest patients. Trying to be equal about dividing the load amongst the nurses would be the best way to try to offset the compassion fatigue. If a patient needs a lot of supervision the director could assign two nurses to that patient and put them closer to the nurses' station also.

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 talk to the charge nurse and tell her I cannot safely manage this patient load and the new admission, I would suppress our differences and focus on emphasizing agreement on how we are to take the admission safely.

b. Collaboration-I would collaborate with the charge nurse on how we can effectively take the admission. I would suggest taking away a heavy load patient of mine and switching it with another nurse who maybe has more time.

c. Compromise-I would bargain with the with the charge nurse to recognize the importance of taking care of patients safely and taking care of the nurses as well. I would see if we could find a temporary solution until more options were available, such as maybe the charge nurse taking the admission until I get could caught up.

d. Avoidance-I would only use avoidance if tempers were involved. In that case I would avoid the problem until the emotions have cooled. I would let the charge nurse cool off and take the admission and then say I need help. Other than that avoidance is not ok when it comes to patient safety, and this style should not be used.

e. Competition-I would not manage this situation by competition, but if no other ways to resolve the conflict, I would let the charge nurse "WIN" and give me the admission and then delegate out tasks I can, and time manage as best as I can.

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.