

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

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02/06/23

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 make sure to have them sit down and maintain constant eye contact, and make sure that I assertively make my point clear while maintaining a calm demeanor and when they are finally ready to listen and have a conversation be comforting.
- b. Sniper – I would make sure to keep a close eye on this person and try to have preventative meetings with them. I would make sure to draw attention to their hidden point and ask them what they truly mean when I ask them what is going on.
- c. Constant Complainer – I would start by being an active listener to all of their concerns and acknowledge them while I do so and offer problem solving solutions to their issues in a constructive manner.
- d. Clam – I would make sure that I try to have a conversation with this person and mostly keep an eye on their body language, I would then make sure to ask only open-ended questions and wait diligently for a response making sure they can tell I am waiting for a response from them.

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.

A: I would offset compassion fatigue by creating a “stress free” zone, a unit director could accomplish this by finding an area that they can use to create a quite de-stressing area for the staff. This could be accomplished by finding a room that is not currently in use maybe a storage room or an old conference room and put relaxing pictures and lights in the room, some comfortable chairs maybe even some calm music playing, and allow

employees to utilize the room whenever they feel overstressed or if they feel like compassion fatigue may be weighing them down. I believe that this would be a very good way to combat compassion fatigue in the workplace.

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 – In this resolution strategy I would ask the charge nurse if they could care for the new admission because I would not be able to handle the patient load and it would cause issues for me.
- b. Collaboration – In this resolution strategy I would ask the charge nurse if she could care for the new patient until I am caught up and then I would take over the patient load for the rest of the shift making it a win-win.
- c. Compromise – I would ask the charge nurse if she could care for the patient but I will do the medication pass, that way I do not have to accept the new patient but she does not have to take total care of the patient.
- d. Avoidance – In this resolution strategy I would avoid taking over care for the new patient until I am caught up with my other patients, I would only be able to do this for a short time but it may allow me to catch up.
- e. Competition – In this resolution strategy the charge nurse would most likely deny any request I had and make me take the new patient even though I am behind because they have more power over 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.