

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

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:

a. Sherman Tank: If I was talking to someone who was a Sherman tank, I would plan to try and get them to sit down so they could focus on what I'm trying to tell them. I would try my best to make my point assertively but calmly, so they don't get upset by what I'm trying to say to them. Once I've established an assertive demeanor, I would try to have a conversation with them and do my best to keep them calm throughout.

b. Sniper: If I was talking to someone who was a sniper I would want to try and prevent any complications with this person, I would make sure to keep a close eye on their work life to make sure that they do not let issues progress. I would ask them questions indirectly not to target them but to make sure their voice is heard.

c. Constant Complainer: If I was talking to someone who was a constant complainer, I would make sure that I provide a healthy listening environment for them, but make sure to not let them get off topic and only voice their current most pressing concerns so that they feel heard, but we stay productive.

d. Clam: If I was talking to someone who was a clam, I would plan to be very direct with them, I would establish a private meeting somewhere that they can speak without anyone else present to help them feel secure to voice their concerns. I would also make sure to establish my expectations during the meeting and make them aware when I expect a response from them by asking very direct questions.

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 reduce the risk of compassion fatigue is to nurture positive relationships not only at work but at home, make sure you're finding a good balance and finding time for yourself. A unit director could accomplish this by making sure all employees are taking lunch breaks and making time to rebalance their workload. Also, it would be important to make sure the unit directors are checking on their employees making sure they take a 10–15-minute break throughout their shift at least once but, if possible, twice. Employees should be utilizing these breaks and lunch breaks to ensure they're not becoming burnt out and to help avoid any errors that could be made in the hospital. I think it is important to make sure all floors have break rooms or respite rooms for an employee to go sit in when they need to destress and clear their mind during a shift.

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: If I was using an accommodation approach to this situation, I would ask the charge nurse directly if there is someone else who possibly has a lighter patient acuity that could manage another new patient because now I am already behind and adding a new patient would worsen the situation I am currently in.

b. Collaboration: If I was using a collaboration approach to this situation, I would ask the charge nurse and the staff nurses if there would be a way that we could evenly divide the workload of the new patient because I do not feel that I can handle all the responsibility, but I would still like to help.

c. Compromise: If I was using a compromise approach to this situation, I would tell the charge nurse that I cannot take this patient right now because I am behind, but if they could find someone to do the admission and care for the patient until I catch up, then I would be willing to take the patient for the rest of my shift after that.

d. Avoidance: If I was using an avoidance approach to this situation, I would avoid speaking to the charge nurse at all or asking for any help and take the patient without questioning, this would most likely put me even further behind in my work and cause me to become more frustrated with my situation.

e. Competition: If I was using a competition approach to this situation, I would tell the charge nurse directly that it is impossible for me to take this patient in my current circumstance and that I will not be taking any responsibility for that patient.