

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

This person might be rude and demeaning to others to deal with their compassion fatigue. One way to deal with this is to stand up for yourself. Also give that person a little time to run down and express what they might be ranting about. If possible, try to get that person to sit down. Be sure to maintain eye contact with him or her while you state your opinions and perceptions forcefully and assertively.

b. Sniper

This person copes by using innuendos, their digs and their non-playful teasing. They tend to choose a hidden rather than frontal attack. When dealing with them, remember to expose the attack. Ask very calmly questions. For example, "that sounded like a put down. Did you mean it that way?". One way to prevent sniping is by setting up regular problem-solving meetings with that person.

b. Constant Complainer

Constant complainers are difficult to cope with. These people seem powerless and so they draw attention to their problem. They point out real problems but does it from a very nonconstructive stance. First you want to listen to their complaints, acknowledge them, and make sure you understand what the person said by paraphrasing it or checking out your perception on how the person feels.

c. Clam

Calms refuse to respond when you need an answer or want to have a discussion. It might be helpful to read a calm's nonverbal communication. Watch for wrinkled brows, a frown or a sigh. Try to get them to open up by using open-ended questions and waiting very quietly for a response.

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 to offset compassion fatigue is to start a self-care idea collection. Brainstorm with friends and make a list, then pick three ideas that resonate with you. I think a director could utilize this in providing self-care paid off days or giving away free massages at a local massage place for nurses as an incentive. This gives the nurse a relaxing day off or on her day off some self care by getting a massage that was given to her by her 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

In this situation you cannot accommodate the charge nurse on the new admission, and she might have to do the new admission because your work load is too heavy to accommodate the charge nurse.

b. Collaboration

In this situation you could collab with the charge nurse and ask her to do the new admission but after that you can take care of the new admission, but right now you are busy or she can help you with your workload.

c. Compromise

In this situation, you could take the new admission, but then have the charge nurse take one of your other assignments or the charge nurse can do the new admission.

d. Avoidance

In this situation you could tell the charge nurse that you are not taking the admission at all because of your work load and no one wins.

e. Competition

In this situation you could tell the charge nurse that you are not taking the new admission, but her make you take it and the charge nurse wins and you do not.

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.