

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- Sherman tanks are known as the attackers. They are abrupt and abusive, as well as they run our charging everything in front of them. I would not allow them to run me over, so I would step aside. It is important to keep your fear and anger under control and avoid outright confrontation about who is right and who is wrong. Things to remember: Stand up for yourself, defend yourself but without fighting. Sometimes it is necessary to be rude: get in your word in any way you can. Have this type of person sit down.

b. Sniper- The snipers are not as open as the Sherman tanks, but they do aim to hurt you with their innuendoes and non-playful teasing. They like to attack from a back seat view which means they do not want to do face to face frontal attack, They want to undercut you and make you look bad. When dealing with these kind of people, it is important to remember to smoke them out and expose the attack. I would say "I see that you are trying to put me down, is it supposed to hurt my feelings or are you making fun of me?" Continue to set up regular meetings with these types of people.

c. Constant Complainer- These people feel that they are powerless, so they draw attention to themselves or to the problem. It is important to listen to their complaints and ask questions about how they are feeling. Do not agree with them but show that you are listening to their problems. You could say "Would it be helpful if I help with some of your patient assignments so that you don't feel so fatigued?"

d. Clam- Clams refuse to respond when you need and answer or want to have a discussion. Reading their nonverbals can be very important. They will show wrinkled brows sometimes or even sigh. Do not fill in the silence with more talk or questions. Make sure to give them room and silence to respond to the questions. "This is an important issue to me and I will be sure to pass this onto to who needs to hear it. I will let you know by the end of this week." You have to be direct and tell them when you are going to do another meeting or if you want to speak to them again.

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.

To offset and reduce the risk of compassion fatigue in staff member, organizations and managers can:

1. Create an open environment where employees can gather for support. Encourage them to talk about how they feel. Make time for social interaction among teams. Do social events and plan yearly retreats away from the workplace.

The Unit director could hang up signs in the bathrooms and locker rooms telling staff about compassion fatigue and signs and symptoms of it. Offer incentives to workers for going above and beyond.

Also, have an open-door policy for whenever they want to talk. I think they should also offer other times for staff members to join to have parties and rewards.

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 go to my charge nurse and ask for help, I would tell her that I am not able to properly care for all of these patients at one time. I would also make sure to offer her help in another area if she is able to help me today or possibly lighten the load that I am scheduled for that day.

b. Collaboration- This is where you work together to obtain a goal. I would ask her to help me with my assignment and if there is any way that we can split up my work or assign someone else to my patients. I would also ask if I would be able to have half of my patients and then divide up the workload with her or another nurse. This means that I will not only get a smaller assignment, but when I have extra or free time, I will be able to help her with those patients.

c. Compromise- I would compromise with the Charge nurse and ask her if she is able to switch some of my workload, then I would be able to help when it is needed. I could also ask for a compromise by saying, I will take the new admission, but please assign another PCT to my patients. This will help me with bathing, toileting, and other simple things that the patients need.

d. Avoidance- By using avoidance, I would not be able to share my feelings and I would have to avoid everything that I was dealing with. This means I would not be able to speak up. I would have to just take my assignment and not be able to change it. This means I would have to be stressed out and not ask the higher levels to help me out. This is not an effective strategy.

e. Competition- This is when the charge nurse refuses my request to have less of a workload or more help. I would go to my charge nurse and ask for help, but she would say that I can do it and that she is not going to help ,e. This is a win-lose situation.

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.