

**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 Do not let myself be run over... step aside. Stand up for myself but without fighting. Give this person time to express themselves. If possible, get the person to sit down and make eye contact. Sometimes it is necessary to be rude to get a word in.

b. Sniper Obtain group confirmation or denial. Make statements such as, does anyone else see the issue this way, It seems as though we have a difference of opinion. What is it that you don't like about what occurred

c. Constant Complainer Listen to the complaints, acknowledge them and make sure to understand what the person said by paraphrasing it. Do not necessarily agree with the person, it is important to move into a problem-solving mode by being specific.

d. Clam Try to read a clams nonverbal communication. Watch for wrinkled brows a frown or a sigh. Use opened ended questions. Give myself enough time to wait with composure. Can say. "This is important to me I'm not going to let this issue drop. Ill be back tomorrow to talk to you about this.

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. Create an open environment where employees have a venue for mutual support. Encourage employees to talk about how they are affected by their work. Unit Director be opened minded and listen to their employees and try to find ways to improve CF with communication. Employees to have a safe place to take without worry if they would get in trouble for speaking how they feel.

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 Lose – win which one person accommodates the other at his or her own expense but often ends up feeling resentful and angry. I'll do it but I am not going to be happy about it.
- b. Collaboration The needs, feeling and desire of both parties are taken into consideration, and this is a win-win. Both parties work together to find something that will work. The unit manager is sending me help another staff member came in to help with this workload.
- c. Compromise Modify win – lose situation I can do some of this work if the Unit manager can do the rest.
- d. Avoidance Lose - lose situation conflict is not resolved. It is important to get back to the problem after emotions have cooled. Not doing this any of it. It is too much get someone else to do it.
- e. Competition win-lose situation. The use of power. When one person has more power over the situation. When the Unit manager says sorry No one is willing to help with this you have the least seniority so you will be doing this on your own.

***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.***