

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 – the attackers. When dealing with individuals who tend to be overwhelming, abusive, and intimidating it's important to not be ran over and stand up for yourself.**
 - a. **It's imperative to listen, maintain eye contact and state your own opinions and perceptions forcefully and assertively.**
 - b. **When the attacker is ready to listen to your opinion and perceptions be friendly as possible.**
- b. **Sniper – pot shot artist. When dealing with an individual who wants to put you down, hurt and embarrass you its best to be nice and confront them by asking them questions to expose the attack they're trying to prove. Questions along the lines of:**
 - a. **Did you really mean it in that way? Does anyone else see the issue this way. What exactly is the issue here.**
- c. **Constant Complainer – When dealing with a constant complainer it's important to listen to the complaints, acknowledge them and make sure you understand their point of view. Instead of agreeing with the complainer, it's good to ask specific, informative questions and suggest that they submit their complaints in writing.**
- d. **Clam – When communicating with a clam its helpful to try to ask open ended questions to get them to open up. Wait quietly for them to answer your questions. If its silent, do not fill the silence with your own conversation. Use a friendly silent stare.**
 - a. **Once they respond, be very attentive. Do not become overexcited because they gave you a few minutes of their time.**
 - b. **Avoid the polite endings such as “Thank you for stopping in. Have a great weekend”.**
 - c. **Be direct and tell the clam what you are going to do especially if the desired discussion did not occur.**

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 reduce the risk of compassion fatigue in staff members is make time for social interaction among teams. Having social event and a yearly retreat away from the workplace can build cohesion and trust. One thing director could implement is holiday parties at the end of the year. They could also have games throughout the year to play such as fantasy football or a guess who game to get to know more about one another.

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: Using accommodation, I would reach out to the charge nurse and explain to her that my patient load is heavy and ask if someone else could take the new admit because it's a lot to handle right now.

b. Collaboration: By using collaboration, I would explain to the charge nurse my heavy workload and how a new admit would affect me. We could then come up with another solution for the new admit such as giving the patient to another nurse, or the charge nurse completing the admission process for me.

c. Compromise: A way we could compromise in this situation would be to allow another nurse to complete the admission process for me with the new admit then I take over the case.

d. Avoidance: By using avoidance, I would end up taking the new admission while still trying to manage my patient load. I would feel overwhelmed, but the charge wouldn't know since I did not speak up.

e. Competition: In this situation, competition would be used if I explained that taking a new admit would be a lot to add to my patient workload and the charge nurse still have me take on the new patient.

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.