

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 according to the book have a strong need to prove to themselves and others that their view are right. If they are suffering this burnout fatigue, I would be an open end for communication but I would not let them walk over me. I wouldn't be confrontational or angry at them but I would be standing up for myself.

b. Sniper- Snipers like to dig into other people. They aren't as outright aggressive. For them I would also allow myself to be an open person they can come to for communication. But I would also ask them questions like "Do other people feel this way or what is the issue you are experiencing?"

c. Constant Complainer For the constant complainer I would acknowledge their problems, and complaints. I would paraphrase how they are feeling to make sure I understand correctly and nothing could be misinterpreted. I would ask if there was anything I could do to make them feel better and help with the fatigue they are experiencing. "What can I do to help you?" " Can I help with this task to make things easier on you?"

d. Clam- For clams, they close up whenever you try to get close to them. You need to gain their trust. For that reason I would say something like, "I am here for you. I am not going to drop this issue. We need to discuss it."

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.

As we've seen with Firelands Health and COVID 19 they offered a phone line organizationally for all members of the hospital to call if they are feeling burnt out. This is organizational. Similarly, a Unit Director can offer support. They can encourage others

to talk about how they are feeling. They could also do group activities or social events to have members of their team bond.

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 accommodation, the charge nurse would try to accommodate you as the new graduate. She might give the new admission to someone else, maybe a more experienced or less heavy patient load nurse if one is available. However this could mean that another nurse is upset and could cause conflict. As a new graduate nurse I would just not be argumentative, keep an open mind and then try to help out if I could, and collaborate with the charge nurse. Maybe I could take the next new admission if the work is caught up or help the other nurse out by discharging a patient, passing medications if he or she were getting behind.

b. Collaboration- With collaboration, the charge nurse and myself will collaborate on my patient load and what needs to be done. Maybe I could help the other nurse with a discharge or a medication pass.

c. Compromise- With compromise it is similar to collaboration but you would allow a temporary solution. This nurse picks up this new admit but you pick up the next one even if my patient load is still too heavy. It means a temporary solution but does not get to the root of the problem.

d. Avoidance – With avoidance you do not speak up. So for me as the new graduate, I do not communicate that I need help. I would just take the new patient alongside my other patient heavy assignment. This would lead to the frustration with me because I am overwhelmed and the charge nurse being frustrated because I did not speak up. For this reason I would need to speak with the charge nurse and communicate my frustrations.

e. Competition- For competition the charge nurse would refuse to help me when I bring up the new admission. For this reason I would probably communicate with other members of my team. I would see if I could delegate other nurses could help me.

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.