

**Unit 2: Conflict Management**  
**Z-Chapter 13**  
**ONLINE CONTENT (1H)**  
**Erika Gibson**

**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 I would calmly state that there is always more than one way to solve a problem let's try it this way and see if it works ok? It never hurts to try a different way.
- b. Sniper So are you saying you don't like the way I am splitting the case load is that what you are trying to say. Then I would ask everyone else if they agreed or disagree.
- c. Constant Complainer I would directly ask them what is it exactly that is bothering you? Once they tell me I would directly state a solution. Like I would tell them that I would be the one to help them with an admission that is coming at 1400 and that it won't interfere with her workload.
- d. Clam I would ask them directly "what is making this workload too much for you to handle?" I would patiently wait with the FSS and if they chose not to answer then I would tell them that I need to know this for it is important to me so I can make it less difficult or easier to handle.

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. Offer training that educates employees about CF and how to recognize the symptoms. Share the caseloads among the team members, particularly the most difficult ones. Make time for social interactions among teams like a social event and a yearly retreat away from the work place can build cohesion and trust. Encourage healthy self-care habits such as good nutrition, sleep, and taking work breaks. Reward efforts and offer flexible hours. Offer training that focuses on self-care and life balance to build resilience to stress.

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 Don't voice how I feel that this workload is too much to the charge nurse and do it all. I would do the admission and provide care to other patients that I have.
- b. Collaboration I would sit down with the charge nurse and explain how this is way too much of a workload and ask if it can be split up evenly among myself, her and other co workers who have way less than I do.
- c. Compromise I would tell charge nurse that I would help with admission like do the assessments and she can do the meds and see if another nurse can take at least one of my other patients.
- d. Avoidance I would wait to see if the charge nurse would help with the workload or even offer some kind of solution if not, I'm not doing anything until she does.
- e. Competition I would challenge the charge nurse with what is fair and not fair and make her swing it my way to were someone else can do the admission.

***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.***