

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 Z-Chapter 13 dropbox by 0800 on 2/5/2024.

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 wouldn't outright confront them and I would make sure that all my anger and fear is under control before speaking with these types of coworkers. When I am speaking to these type of coworkers I will make sure that I am standing up for myself as well and I understand when the coworker finally understand that I will be a friendly to them.

b. Sniper: I will ask them what the issue is or ask them what do they not like about what has occurred. I would set up regular problem solving meeting to prevent conflict with these types of coworkers.

c. Constant Complainer: I will make sure that I am listening to their complaints and I would restate what they just said to me to show them that I understand. I will have them submit any of their complaints in writing. I could make them feel better if their busy and tell them that I could do a task for them to help them out.

d. Clam: I will use open ended question to try and get them to open up. When talking to them I'll make sure I'm not too bubbly since they are finally giving me their attention.

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 that I would reduce compassion fatigue in make time for social interactions among teams. One thing that can be done to accomplish this is to have a party every month and get little prizes for everyone who does show up to show you care about them and their hard work. Also include the workers who are on the floor. In this monthly get together their can be games and food involved. This is something that my work does and I always look forward to it.

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 get my way and not have the new admission from the ED and this may cause some conflict between my coworkers.

b. Collaboration: In this situation I would sit down and talk with the charge nurse and see if she will take the new admission in the Ed since I have all my other patients and I already have a heavy workload.

c. Compromise: In this situation I would see if there is another patient that the nurse can give me since I at least have a heavy workload and patient safety is important.

d. Avoidance: In this situation I wouldn't say anything to the charge nurse and just get back to my workload and try to figure out my day and prioritize the best that I can.

e. Competition: I would request that I don't have the new admission form the ED and the charge nurse will refuse.

In order to receive full credit (1 H class time) for this assignment, it must be completed in its entirety by the due date/time assigned. Any assignments not completed in its entirety by the due date and time will result in missed class time and must be completed by the end of the semester to pass the course.