

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- **Ex: A nurse snaps at a PCT and all the surrounding PCTs for not having her room set up for her new admission. For this nurse, it would be important for the PCTs to defend themselves and not let the nurse have time to rant. They should be friendly after the altercation.**

b. Sniper- **Ex: A nurse tells an LPN, “You really seem like you know what you are doing with all the errors you have been making lately.” The LPN responds with, “That sounded like you are making fun of me. Is that what you mean by that?”**

c. Constant Complainer- **Ex: A nurse complains to another nurse that she always gets the highest acuity on the floor. She states that she has not had time to do any charting and it is already time for vitals again. The other nurse replies, “Would it be helpful if I got your vitals for you so you can catch up on your charting?”**

d. Clam- **Ex: A nurse asks another nurse, “Can I help you with anything?” The other nurse does not respond but wrinkles her eyebrows and sighs. “What is it you are having trouble with tonight? I’ll do my best to help.”**

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.

Changing personal engagement level with patient/situation, changing nature of work involvement by transferring or going part-time/changing shifts, taking extra days off, seeking help from colleagues, recharging at a retreat or creating a “stress-free” zone, developing a career plan, and nurturing positive relationships at work and home. A Unit Director could add things in the break room to make it a more

“stress free” environment, encourage employees to take their breaks, approving PTO when possible, post information about self-care tips, catering food for employees.

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- **The charge nurse takes the admission as her own patient while she is also being the charge nurse and I do not get anymore admissions.**
- b. Collaboration- **I agree to take the new admission and the charge nurse helps with med pass while I catch up on my assessments.**
- c. Compromise- **I agree to take the new admission if the charge nurse does the admission in the computer.**
- d. Avoidance- **I did not approach the charge nurse about the admission and remain upset about the admission.**
- e. Competition- **The charge nurse refuses any requests and says that I have to accept this new patient because everyone else is already full.**

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.