

: 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: do not allow yourself to be runover; do not try to cut down the other person; be ready to be friendly when they hear you; give them little time to express what they are ranting about; get your own word in
- b. Sniper: ask very calmly questions; expose the attack; obtain group confrontation/denial; set up regular problem-solving meetings with the person
- c. Constant Complainer: listen to the complaints, acknowledge them and make sure you understand what they are saying; move in a problem-solving mode; ask very specific questions; ask them to submit their complaints in writing
- d. Clam: read their nonverbal communication; try to get them to open up; ask open-ended questions; be a little “clamming” yourself

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.

“Make time for social interactions among teams. Social events and a yearly retreat away from the workplace can build cohesion and trust.”

A unit director could utilize this by making sure there are set dates on a schedule that provide team members time to get together outside of the workplace. They could set up certain events for team bonding building. These could include things like going bowling together, going to top golf, or even just everyone going to dinner together. The unit director would want to have multiple dates and times set for these events to ensure that all team members are able to make it to one in case they are unable to make it on one certain date and time due to other commitments.

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: Under these circumstances the Charge Nurse would understand that you have a very heavy workload for the day and would assign the new admission to themself or to another nurse who may not have such a heavy workload.

b. Collaboration: talk with the Charge nurse and let them know that you already have a very heavy workload and ask if they are willing to take the admission or give the admission to another nurse at this time due to the fact that you feel as though you cannot manage both at this time. Let the charge nurse know your needs and feelings at this time.

c. Compromise: talk with the Charge Nurse about how you are feeling overwhelmed with the workload at this time. Ask them if they are able to compromise with you and help you take on the new admission on top of your workload for the day.

d. Avoidance: lose-lose situation; even though you know you may not be able to handle this work load you accept it from the Charge Nurse and move on with our day handling the situation the best you can and doing everything necessary. At the end of the shift bring up your day with the Charge Nurse and let them know you were struggling with the work load for the day.

e. Competition: used to resolve conflict; talk with the charge nurse how you are uncomfortable and how they have more “power” and experience to be able to properly handle this patient load and admission. Or, how another nurse who may have more “power” may be able to better handle the new admission better than you can.

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.