

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- Don not allow yourself to be run over-step aside. Stand up for yourself. Give the patient a little time to ranting. Sometimes it's necessary to be rude- get in your word any way you can. Do not try to argue. Try and get the person to sit down and maintain eye contact.

b. Sniper- these tend to choose hidden rather than frontal attacks- expose those attacks. Ask questions like "does anyone else see the issue this way, it seems as though we have a difference in opinion" It may also be helpful to set up regular problem-solving meetings with that person.

c. Constant Complainer- Listen to the complaints, acknowledge them, and make sure you understand what the person said by paraphrasing it. You do not have to necessarily agree with the person. Move into problem solving mode by asking specific questions and encouraging the person to submit their complaints in writing.

d. Clam- Try to get them to open up by using open-ended questions and waiting for a response quietly. Do not fill in their silence with your own conversations. Give yourself enough time to wait with composure. Use a friendly "silent stare." When they do finally open up, be very attentive.

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 year retreat away from the workplace can build cohesion and trust. A Unit director could plan yearly Christmas parties outside of work that everyone can be together in their off time. Another

idea would be that everyone could go on a trip together to a campground, a hotel, or weekend getaway to promote rest and teamwork.

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 would help the RN on the med-surg unit by either helping with tasks of the patients currently on the floor or helping with the admission from the emergency department.

b. Collaboration- The charge nurse would ask all of the nurses on the floor if they are able to help the nurse with the heavy load or new admission. By asking nurses if they are able to help rather than telling them avoids conflict because it lets people choose to help rather than dictating.

c. Compromise- You would ask the charge nurse to hold off the admission as long as possible in the emergency department before transfer to let you catch up as much as possible but reinforces that the patient will be up to the floor shortly.

d. Avoidance- In this case the nurse would not have said anything to the charge nurse and just dealt with being overwhelmed and tried to remain caught up on nursing tasks.

e. Competition- The charge nurse insists that the nurse must take the admission and remarks that there is no one else to take the admission. The charge nurse would tell the nurse there are no other options.

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.