

Melinda Pickens
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 – Realize that these types of people have a strong need to prove themselves to others and that their views are right. When communicating with them though don't allow them to run over you and stand up for yourself. After talking with them give them some time to run down and express what they are ranting about. Sometimes it is necessary to be rude just so you can get what you need said out there. Try and have them sit down and maintain eye contact and stay in communicating forcefully and assertively otherwise they will walk right over you. But avoid arguing.
- b. Sniper – Ask open questions calmly asking if that's how they meant to say something to smoke them out. Set up regular problem-solving meetings with this person to avoid sniping in the future. If you are in a group setting and they say something that is a low blow to you, ask the rest of the group if they also feel this way.
- c. Constant Complainer – Listen, acknowledge, and make sure you understand what they are saying by paraphrasing it or checking out your perception of how that person feels. It is important to not agree with this person, however, ask very specific questions and encourage them to submit complaints in writing.
- d. Clam – Read their body language as this is how they most often communicate. Try to get them to open by asking open-ended questions and waiting very quietly for a response. Avoid filling the silence and try to pick up on non-verbal cues. When the clam does open make sure that you are attentive and watch your own impulses. Be very direct and tell the clam what you are doing to do.

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.

Reward effort and offer flexible working hours. An example that a Unit Director could utilize to accomplish this would be to have a break nurse come in different time than normal shift such as 5-5 or 3-3 and come in and offer each nurse on the floor an additional break and just help other nurses where needed. This could be one nurse to the floor or multiple nurses on the unit, depending on the size of the floor as well as how many patients there are.

3. You are a new graduate RN working in 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 – This is a lose win situation and the charge nurse would lose and should accommodate to the new grad RN and take on their patient or help with the new admission. This would help to prevent further complications but could cause problems for other graduate RNs.

b. Collaboration – This is where the needs, feelings, and desires of both parties are taken into consideration and reexamined while they search for proper ways to agree on goals. This is fully assertive and cooperative. This could be with something just as scheduling where they are short and need people to work, the charge nurse and you both decide to work have the week and pick up the extra hours so that way its not all one person and both can split it.

c. Compromise – This is offered as a temporary solution. It is a modified win-lose situation. So the Charge nurse might not be able to give you the full week off of work for the holiday but can give you Christmas Eve off. You might still be upset to work the rest of it, but it is still a compromise to help prevent staff shortages, so it is a modified win-lose situation.

d. Avoidance – This is a lose-lose situation, it is unassertive and uncooperative and is not seen as a true form of conflict resolution. As an example, you have an issue with the holiday schedule, and you don't go to the charge nurse to discuss the problems but rather end up angry and feeling frustrated.

e. Competition – This is a win-lose situation where force of the use of power occurs. This is where it feels like there is competition between you and your charge nurse, for example they deny you the holiday off because there are other nurses who have worked there longer and seniority gets first choice.

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.