

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 run over.
- Stand up for yourself without fighting.
- Seek support if needed.
- Make sure you get your word in any way you can.
- Try to sit down with the person and state your thoughts and feelings in an assertive manner.

b. Sniper

- Ask questions such as “What exactly is the issue here?” or “It sounds like you’re putting me down, did you mean to sound that way?”
- Have regular problem-solving meetings with the person in question.

c. Constant Complainer

- Acknowledge complaints and make sure you understand them by paraphrasing.
- Ask specific and informative questions.
- Encourage the person to submit concerns in writing.

d. Clam

- Read the person’s body language and watch for negative cues such as furrowed eyebrows, frowning, or sighing.
- Ask open-ended questions to try and get them to open up.
- Do not fill silence with your own words and wait quietly for them to respond to your question.
- Use a “friendly silent stare” to encourage a response.
- Once the person does open up, be attentive and avoid being overly happy that they responded.

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 to offset compassion fatigue is to recharge on a retreat or in a stress-free zone. To accomplish something like this, a Unit Director could provide a relaxation area for nurses to go during their breaks. They could also staff the hospital with a break nurse to ensure that nurses get the uninterrupted breaks that they are entitled to. Another thing

that a Unit Director could do is schedule a fun night for staff to attend and unwind and recharge after work.

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

Accommodation is a “lose-win” situation. In this situation, I would explain to the charge nurse that the workload is too much for me as a new graduate nurse and ask the charge nurse to take on the new admit and some of my overwhelming workload herself to ensure patient safety and quality care.

b. Collaboration

Collaboration is a “win-win” situation where both parties end up satisfied with the outcome. In this situation, I would ask that the charge nurse take the new admission and in exchange, I would take on some of their charting work.

c. Compromise

Compromise is a “modified win-lose situation” where both the resolution and the relationship between the two people are important. In this situation, I would ask that the charge nurse take the new admission while I keep my existing workload.

e. Avoidance

Avoidance is a “lose-lose situation” where no real conflict resolution is done. In this situation, I would have not gone to the charge nurse with my concerns at all.

f. Competition

Competition is a “win-lose situation” where the person with more legitimate power resolves the conflict their way. In this situation, the charge nurse would give me the admission despite my concerns due to their higher position over me.