

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- these people have a strong need to prove that their views are right. Often they lack the caring and trust that helps get things done. To deal with these people you have to stand up for yourself, do not allow them to run over you. If possible try to get the person to sit down. Maintain eye contact while stating your opinion forcefully and assertively. At times you may have to be rude but do not argue or try to cut them down once finally heard be friendly.

b. Sniper- These people aren't as openly aggressive as the tanks. Their weapon is their digs and non-playful teasing which is aimed to hurt you. Attempts to make you look ridiculous. To deal with these people you must "smoke them out" meaning calm questions such as "It sounds as if you are making fun of me. Are you?"

c. Constant Complainer- These people often feel they are powerless this tends to draw attention but no action to their problem. It can be challenging to deal with these people be sure to listen to their complaints, acknowledge them, and understand what they are trying to say and how they feel. Be prepared to move into a problem-solving mode to get the most information. Ex: "Did I understand you, that you are having difficulty with your assignment?"

d. Clam- These people refuse to respond when you need an answer or want to have a discussion. I suggest reading their nonverbal communication. Try to get them to open up by using open-ended questions and waiting for a response. Be direct.

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 would be to make time for social interactions among teams. This includes social events or just time away from the work environment with a focus on building trust and bonding. Some things that could be utilized would be to ask staff if they have any ideas for group bonding. Finding out what they are interested in and are willing to do. Plan maybe once every 3 months an outing of laser tag or out to dinner including everyone to build a better relationship with them.

Another thing that may be beneficial would be to let them know you are there for them maybe having an open door policy. When they are feeling overwhelmed or just need a moment maybe implement a designated room for them to go and release those feelings. I know at my job there is a “quiet room” with nice soothing wallpaper and a massage chair. The perfect place to just go and relax even if just for a few minutes.

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- In this instance, the charge nurse understands the workload you have and decides to not give you a new admission. Another way would be just for the nurse to take the patient and suppress her feelings which in return could cause conflict later down the road.

b. Collaboration- When using collaboration it is a perfect time for you and the charge nurse to face to problem at hand which is you not being able to manage the patient load and receiving a new patient would not help that. Working together to achieve a better outcome. Express your feelings assertively.

c. Compromise- Compromise could be maybe another nurse take this admission until you are caught up on your tasks and you agree to take the next admission.

d. Avoidance- in this instance using avoidance you are not resolving the conflict at all. For example, you will most likely just take on another patient knowing that you will have a hard time balancing your set of patients. This can be very dangerous. This will lead to feelings of being overwhelmed, overworked, and overall frustrated.

e. Competition – Try a little give and take. Ask the charge nurse if there is any way she could help with the new admission. Maybe getting vitals or doing the admission or even if there is someone with a less heavy patient load than who would be able to take on another patient.

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.