

**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- Step aside, not allow yourself to be run over.

b. Sniper- when a sniper gives criticism, be sure to obtain group confirmation or denial.

c. Constant Complainer- Listen to the complainer, acknowledge them, and ensure you understand what the person said by paraphrasing it or checking it out. Your perception of how the person feels. Do not necessarily agree with the person. With the complainer, it is important to move into problem-solving mode. Ask very specific, informative questions and encourage him or her. Can you give complaints in writing?

d. Clam- Try to get them to open up by asking open-ended questions and waiting quietly for a response.

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.

Encourage employees to talk about how they are affected by their work. As a Unit director, I would encourage my employees that I have an open door policy and that talking with someone about stressors or scenarios that are creating fatigue is important.

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- I would explain to the Charge Nurse I am unable to take on another patient safely and would need he/she to help out by possibly taking the patient on.
- b. Collaboration- I can take the new patient on but need some help passing meds. Then, later, I can help you catch up on any necessary paperwork.
- c. Compromise- Explain that I am behind right now on my charting and meds and make a plan with the charge nurse that I can take the extra patient later when I have helped my other patients first.
- d. Avoidance- Telling the charge nurse I cannot take on any more patients at this time. I am already overworked trying to keep up with my current patient load.
- e. Competition- tell the charge nurse I understand I am the newest nurse on the floor and should take the extra 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.***