

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
 - a. It is important to know that this type of person has a strong need to prove to others and themselves that they are right. They have a strong feeling of what others ought to do but often lack the caring and trust. To deal with them you should never allow yourself to be run over during a conversation and to stand up for yourself.
- b. Sniper
 - a. These people use their innuendoes, digs, and nonplayful teasing as weapons. Snipers tend to choose a hidden rather than a frontal attack. When you are dealing with snipers you should expose the attack by asking calm questions.
- c. Constant Complainer
 - a. They often feel that they are powerless, so they draw attention to the problem. It is important to listen to the complaints, acknowledge them, and make sure you understand what the person said. Move into a problem-solving mode and don't agree with the complainer.
- d. Clam
 - a. These people refuse to respond when you need an answer. Try to read the clams nonverbal communication. Try to get them to open up by using open-ended questions and waiting very quietly to respond. Do not fill the silence with your own conversation. When they ope-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.

To reduce the risk of compassion fatigue the hospital can offer training that educates employees about burnout, compassion fatigue, and how to recognize the symptoms. The nursing director can hold monthly sessions to educate about the signs of compassion fatigue. They can also put up signs around the unit about burnout and compassion fatigue.

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

Refuse the new admission without help with the heavy patient load you have.

b. Collaboration

Ask to work with another nurse with more experience on the new admission.

c. Compromise

Explaining to the charge nurse that you could take this new admission if you can give up one of your heavy patients to a more experienced nurse.

d. Avoidance

Try to handle all your patients and your new admission on your own.

e. Competition

Refuse to take the heavy load of patients as you are a new grad.

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.