

**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: If I was dealing with a person who was a Sherman tank experiencing compassion fatigue I would avoid outright confrontation however, I would not allow myself to be run over. With these individuals it is important to not allow yourself to be walked all over. It is best to sit down with the individual, maintain eye contact while stating my opinion and perceptions and maintain assertiveness.

b. Sniper: If I was dealing with a sniper, I would set boundaries and make statements by asking calmly questions in front of other coworkers. This would prevent the sniper from feeling like they could take their compassion fatigue out on anyone else or target another individual.

c. Constant Complainer: If I was dealing with a constant complainer I would make sure to listen to their feelings and concerns, make sure that I understand them, and check my perception of how the person is feeling. I would suggest problem solving solutions by asking very specific questions and having them put their feelings into writing.

d. Clam: I would try to read their nonverbal communication and try to get them to open up about their feelings by using open-ended questions. The friendly silent stare is the best way to get these individuals to open up about how they are feeling.

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 a unit director could reduce the risk of compassion fatigue in staff members would be by making time for social interactions among teams. A retreat away from the workplace can

build trust and cohesion. The director could put together a yearly outing for individuals on their unit. This would allow the workers to take their mind off of work and relax with individuals that are in the same boat as them.

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 feel like the workload that I have is already very heavy and I would feel much more comfortable with the heavy workload if you could help take the new admission.”

b. Collaboration: “I understand that we have a lot of patients right now and everyone has a heavy workload. I would be willing to take this patient if you would be able to assist me with some of my lighter patients or even help with the current admission so that I do not initially feel so overwhelmed.”

c. Compromise: “Although I have a very heavy workload, I would be willing to take the admission if you could help with the admission for the first half of the shift.”

d. Avoidance: “I will take the patient even though I have a heavy workload and do not feel like I will adequately be able to manage this workload.”

e. Competition: “I do not feel like it is safe for me to take this admission when I already have a heavy workload.” (Charge nurse has the nurse take the admission anyways because they have the authority).

***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.***