

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 – When dealing with a person who is a Sherman Tank it is important to stick up for yourself and not let them beat you down. Do not argue with them and try to get them to calm down about the issue at hand before talking with them. Once they are listening be friendly and maintain eye contact while being assertive.
- b. Sniper – When dealing with a person that is a Sniper you need to be calm about the situation and expose them of the attack that they made. Ask them questions that confront them about their attack. It may help to set up problem-solving meetings with them.
- c. Constant Complainer – When dealing with a Constant Complainer you need to acknowledge their complaints and understand what they are complaining about. You must go into a problem-solving mode by asking them questions and encourage them to write down their complains.
- d. Clam – When dealing with a Clam you must be able to read their body language to find a good time to talk to them. Use open-ended questions when talking to them and waiting for them to respond. Once the clam starts speaking be attentive and very direct, do not get overly excited or nice to them.

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.

Share the caseload among team members, particularly the most difficult cases.

The unit director could evaluate the abilities of their staff members and identify who can handle more than others. Newer nurses may need more assistance than the nurses that have worked on the unit for a long period of time. Even though more experienced nurses could handle more it doesn't mean that they should be picking up other people's slack because it could lead to more compassion fatigue. By evaluating the abilities of the staff and their willingness to help others the director can divide the workload among staff to keep the unit flowing smoothly.

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 – This is a lose-win situation where the Charge Nurse may take the admission on herself which in the long run could cause conflict between the two nurses.

b. Collaboration – This is a win-win situation where the two nurses come together to collaborate on the task at hand. The Charge Nurse may agree to take on one of the patients from the patient load in order for the new nurse to do the new admission.

c. Compromise – This is a modified win-lose situation where the Charge Nurse may agree to help with some of the new admission but not all of it.

d. Avoidance – This is a lose-lose situation where the new nurse would not talk to the Charge nurse for help and just deal with the situation on their own.

e. Competition – This is a win-lose situation. The person with more power will get what they want because of their authority over you. The Charge Nurse may not budge in the situation.

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.