

**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-Since the Sherman Tankers are folks who have a strong need to prove their views are right, I would do my very best not to engage in an argument. Additionally, attempt to sit with the person and make eye contact while speaking, and if all else fails be assertively rude. Again, not engage in argument because typically they feed on this, but not allow the time for the person to “dress me down”.
- b. Sniper- When engaging with a sniper, I would ask calm direct questions as to their conflict. Also, involve the team members, do they feel the same. Often, I have found that personally repeating the undercut back to them and pausing calls off the attack.
- c. Constant Complainer-I would listen to the constant complainer’s complaints and acknowledge them but give concrete solutions to the complaint and offer my help. If all else fails encourage the complainer to put their complaints in writing.
- d. Clam- As uncomfortable as this is, when working with a clam, I would remain silent with a warm expression on my face as I await an answer. If the desired answer was not received, I would let the clam know that I will return to seek a solution.

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 to accomplish this. Rewarding effort and offering flexible work hours is a wonderful incentive to reduce the risk of compassion fatigue. The unit director could utilize this by recognizing leadership in front of the team, additional PTO time, meal cards, and recognition get-togethers. In addition, the unit director can include flexible work hours by first making a detailed plan on how the flexible hours would work. Then offer “rewards” for the staff that cover the hours needed. Also, offer a job-sharing program to increase

morale and productivity. A unit director that is innovative and shows flexibility to their employees will create staff retention and reduce compassion fatigue. Communication is key though.

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- Since accommodation is a lose-win situation and I lack the power to change the situation, I would do my very best to come up with an effective plan knowing that a new admission is coming my way. I may delegate appropriately to the PCT, involve my co-workers in my need for assistance, review my routine, or eliminate unnecessary distractions.

b. Collaboration- With collaboration being a win-win situation. I may ask for assistance from the charge nurse on how to resolve my issue with the patient load and the admission. Perhaps, using collaboration strategies we can work together for a new idea to manage my upcoming patient load.

c. Compromise-With the workload heavy and without creating conflict, I would ask for assistance with the patients. I will take the new admit and one of the other staff members or charge nurse (with a lighter load) could either obtain one of my patients or vice versa.

d. Avoidance-It appears with the avoidance model, I will withdraw from the situation and remain neutral and respond to the overwhelming scheduling later. This is a lose-lose situation and provides no resolution thus causing a high level of stress.

e. Competition-This approach is a win-lose with an aggressive and uncooperative approach. With this model, I may become aggressive and uncooperative towards the charge nurse and refuse the assignment. (I, me would never do this, btw.)

The book mentions an article review, collaboration is number one, with compromise being the second. Avoidance is the least used model. Competition is not even mentioned. Clearly not effective.

***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.***