

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

- o Defend yourself without fighting, and seek support.
- o Don't allow myself to be run over.
- o Give the "Sherman tank" time to talk about and express what they are upset about.
- o Try to get in your word, even if it comes across as rude sometimes.
- o Try to get them to sit down, maintain eye contact with them, and state your perceptions assertively.

b. Sniper

- o Ask questions such as, "Does anyone else see the issue this way?" "It seems like we have different opinions," "What is the issue?"

c. Constant Complainer

- o Listen to their complaints, acknowledge them, and make them understand what they said.

d. Clam

- o Try to get them open up by using open-ended questions and wait quietly for a response. Don't fill silence with your own conversation.

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.

Reward effort and offer flexible work hours.

A unit director could set aside a budget used as incentive for workers. As long as workers maintain needed hours and are not under disciplinary action they should receive an incentive quarterly.

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 tell the charge nurse I was unable to take the new admission from the Emergency Room.

b. Collaboration

I would discuss with the charge nurse about my concerns of taking on another patient, I would agree to take the new patient as long as the charge nurse was able to help me in case of needing help getting assessments/medications done.

c. Compromise

The charge nurse would tell me that I do not need to take on the new admission but I must help the assigned nurse if they need any.

d. Avoidance

I would avoid the charge nurse and not bring up any concerns I have on taking on the new patient.

e. Competition

The charge nurse would tell me that it was in my responsibility to take on the new patient since I was the only nurse with 4 patients.

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.