

**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: An Attacker: These individuals are often “abusive, abrupt and intimidating, and overwhelming” to an individual dealing with them.

If a coworker starts to get aggressive or begins yelling while working I would definitely take a step back, remove myself from the situation and report it to the higher ups if needed. Stand up for myself if needed, once they are calm, speak to them in a friendly tone.

b. Sniper: known to throw “digs”, or put you down. When dealing with a person like this, ask them calm questions such as “Did you mean it like that?” “Or did you mean to say it like that, because it sounds like you are making fun of me” “Does anyone else have an issue with the behavior.”

c. Constant Complainer: Use open listening to coworkers who complain a lot, listen to complaints and acknowledge them. Use paraphrasing to see if you understand how this person feels.

d. Clam: People who are Clams do not want to talk, they keep it bottled up and give you very little answers. Ask open ended questions, although for enough time for the person to respond. When they finally do open up, be attentive. Make them feel heard and appreciated.

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.

Making time for social interactions among team members, by social events, and retreats away from the workplace.

A unit director can do things like potlucks, games around the time of holidays, etc. things that can be fun and team building.

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: The new nurse addresses her concern to the charge nurse about not being able to take the new admission from ER in fear that it would be unsafe for her and the patients she has because of her current workload, the nurse accommodates and finds a difference with a lighter acuity.

b. Collaboration: Asking the charge nurse that is she can do the admission information and get the patient settled in the room, and all the admission charting down, she will take the patient the rest of the shift.

c. Compromise: The new nurse asks to take a lower acuity patient that is currently on the floor and asks to give someone else with lower acuity or an open bed the new admit from ER.

d. Avoidance: The new nurse is upset and delays a response to the charge about taking the new patient. The nurse remains neutral to not upset anyone and takes the patient although she knows she is going to be overwhelmed.

e. Competition: Refusal to take the new patient, the new nurse explains that she has a heavy workload and is not comfortable taking a new patient on top of her current group of 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.***