

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

It is important to keep fear and anger under control and avoid an outright confrontation about who is right and who is wrong. Some things to do are: do not allow yourself to be run over; step aside, stand up for yourself. Defend yourself but without fighting. Seek support when warranted, give such a person a little time to run down and express what they might be ranting about. Sometimes it is necessary to be rude. If possible, try to get the person to sit down. Be sure to maintain eye contact with them while you state your opinions and perceptions forcefully and assertively, do not argue or try to cut down the person, when they finally hear you, be ready to be friendly.

b. Sniper

Expose the attack- “smoke them out”. Ask very calmly questions like: “that sounded like a put-down. Did you really mean it that way?”, “Do I understand that you don’t like what I’m saying? It sounds as if you are making fun of me. Are you?” When a sniper is giving criticism, be sure to obtain group confirmation or denial. Ask questions or make statements such as, “Does anyone else see the issue this way?” “It seems as though we have a difference of opinion,” or “Exactly what is the issue here? What is it that you don’t like about what occurred?” To help prevent sniping is by setting up regular problem-solving meetings with that person.

c. Constant Complainer

It is important to listen to the complaints, acknowledge them, and make sure you understand what the person said by paraphrasing it or checking out your perception of how the person feels. Do not necessarily agree with the person. With a complainer, it is important to move into a problem-solving mode by asking very specific, informative questions and encouraging them to submit complaints in writing. Some examples on how to communicate with a constant complainer, “Did I understand you to say that you are having difficulty with your patient

assignment?” “Would it be helpful if I went to the pharmacy for you, so that you could complete documentation on your preoperative patient?”

d. Clam

It is helpful to read a clam’s nonverbal communication. Watch for wrinkled brows, a frown, or a sigh. Try to get them to open up by using open-ended questions and waiting very quietly for a response. Do not fill in their silence with your own conversation. Give yourself enough time to wait with composure. A little “clamming” of your own might be helpful, as by using the “friendly, silent stare,” or FSS. To set up the FSS is to have an inquisitive, expectant expression on your face with raised eyebrows, wide eyes, and maybe a slight smile (all nonverbal cues to the calm that you are waiting for a response. When they finally open up, be very attentive. Watch your own impulses, do not bubble over with happiness just because they finally have given you two moments of attention. Be very direct and tell the clam what you are going to do, especially if the desired discussion did not occur.

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.

Build good relationships between coworkers and working as a team to help on another get their work done. Some examples of what a Unit Director can utilize are creating an open environment where employees have a venue for mutual support. Encourage employees to talk about how they are affected by their work. Offer training that educates employees about burnout and how to recognize the symptoms. Share the caseload among team members, especially the most difficult cases. Make time for social interactions among teams. Encourage healthy self-care habits such as good nutrition, sleep, and taking work breaks. Reward effort and offer flexible work hours. Offer training that focuses on self-care and life balance to build to build resilience to stress.

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

As the Charge Nurse, it may be necessary to take on the role of helping out the new graduate out. It may be necessary for the Charge Nurse to take the new patient from the ED to make sure the new graduate nurse can manage her time with the patients they have.

b. Collaboration

The graduate nurse and the Charge Nurse talk about the conflict that the new nurse is having. After working something out, the new grad nurse could take half of the patient workload and the Charge Nurse can take the other half, so that way

the new grad nurse dose not feel overwhelmed, and the Charge Nurse knows that the care will get done in a timely manner and safely.

c. Compromise

The Charge Nurse will allow the new patient from the ED to be given to another nurse that way the new graduate nurse does not have to take on the workload of another patient.

d. Avoidance

The new graduate nurse would not have said or expressed that they had a busy workload prior to getting the patient from the ED to the charge nurse. The nurse would have just let the cards land as they may.

e. Competition

The Charge Nurse would not bother with the new admission being added to the new graduate nurses' workload even though they are already busy. The Charge Nurse would make the new nurse take the patient to give the nurses who have worked there longer a break.

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.