

Unit 2: Conflict Management
Z-Chapter 13
ONLINE CONTENT (1H)

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- I would allow them some time to cool down before approaching them. If they are overwhelmed or angry I would try to empathize with them once they are not so agitated. Attempt to get them to sit down, making eye contact, and not arguing. Don't allow them to intimidate you or cut you down, but be friendly once they hear you.
- b. Sniper- Obtain group confirmation or denial, calmly ask questions. Regular problem solving meetings help them feel heard and valued.
- c. Constant Complainer- Listen to their problems and concerns, paraphrasing to ensure you are both on the same page. Move onto problem solving mode, asking detailed questions and offering solutions to help each solve problems.
- d. Clam-Ask open ended questions, and wait very quietly for a response, don't allow your own uncomfortableness to fill the void in conversation. Wait for a response with a pleasant open expression. Once they do open up, continue to follow up so they feel heard.

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.

Make time for social interactions among teams.

The director could have monthly activities away from work, such as bowling, dinner, a movie, family/friends picnic etc. Outings should be offered at different days/times to help accommodate schedules (ie not have every outing Saturday at 1900 for weekend night workers). For people who are at work, the director should provide a snack or meal to help offset the disappointment.

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 charge nurse takes the new admission or gives the admission to another nurse. Accommodation is often a lose-win situation.
- b. Collaboration- Win-win situation, the charge nurse and I work together to help balance the patient load. She agrees to help answer my call lights, and administer medications while I do the admission assessment.
- c. Compromise-Modified win-lose, the charge nurses does the admission assessment, but I keep the entire assignment.
- d. Avoidance- lose-lose situation, conflict is not solved. Not approach the charge with my concerns, take the entire assignment and the new admission feeling unsafe and overwhelmed.
- e. Competition- win-lose, I share my concerns with the Charge, and they do not listen, telling me I need to take the admission even feeling overwhelmed.

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.