

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: 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; get in your word in any way you can. If possible, try to get the person to sit down. Be sure to maintain eye contact with him or her while you state your opinions and perceptions forcefully and assertively. Do not argue or try to cut down the person. When he or she finally hears you, be ready to be friendly.

b. Sniper: Focus on getting on with the business at hand and coping rather than changing or punishing the Sniper. Surface the attack by asking; “That sounded like a dig. Did you mean it that way?” Provide a peaceful alternative to open warfare. Seek group input regarding a sniper’s criticism. Deal with the underlying problem(s). Prevent sniping by setting up regular, problem-solving meetings. Refuse to participate/listen.

c. Constant Complainer: Break their self-confirming cycle of passivity, blaming others and powerlessness and insist that a problem-solving process occur. Listen attentively to their concerns. Acknowledge what they are saying. Don't agree with or apologize for their accusations. Avoid the accusation-defense-reaccusation sequence. State just the facts and ask what they need to resolve the complaint period.

d. Clam: Ask open-ended questions. Use a friendly, quizzical, expectant silent stare, with eyebrows raised and wide eyes (believe it or not this really works!) Be comfortable with silence, wait for their response and don't fill the space. Comment on what is happening. Circle back and do these steps again. Break the tension with a different question regarding their unresponsiveness. Set time limits.

For all: Accept the feelings are not a character flaw and encourage self-reflection as well as self-care. Self-reflection to find balance in daily activities and setting boundaries.

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.

Engaging in self-care. Some tips include taking stock. What's on your plate? List demands on your time and energy- family, work, volunteer—then determine what stands out. What would you like to change? Can you talk about it with someone? Start a self-care idea collection. Brainstorm with friends, make a list, then pick three ideas that seem to resonate with you. Commit to implementing them within the next month. Delegate. Learn to ask for help at home and work. Learn to say “no” (or “yes”) more often. Think of one thing to say “no” to more often or say “yes” to self-care tactics. Take extra days off.

Director could implement staff focused events that wouldn't take up their time but offer relief from all the extra stress. Things could include a guessing game on employee's pets and the winner who guesses them all right gets a prize. A suggestion box available for all staff for suggestions on improvements etc. within their department. There's so many ways a director can take the burden off of their staff.

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: have the charge nurse take the extra patient. The new grad RN wins, but the charge nurse loses.

b. Collaboration: ask for assistance from other nursing staff to help you catch-up if you fall behind with the new patient load. This creates a win-win situation.

c. Compromise: you can compromise with the charge nurse that you will take on the extra assignment, but do not want any more admits. This creates a win-lose outcome.

d. Avoidance: You don't approach the director for help or other nursing staff so you suffer through the rest of the shift. This creates a lose-lose situation.

e. Competition: The charge nurse informs you, you must take this new patient because you don't have seniority like the other nurses on the floor. This creates a win-lose situation.

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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.