

**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. With this type of person, you need to be assertive and stand up for yourself. Defend yourself without fighting or arguing or step aside so they don't run you over. Allow them little time to rant over what they need to. It may be necessary to be rude and get what you need to say any way you can. Sit down with them, maintain eye contact and state what you need to be friendly when they finally hear you.

b. Sniper The best way to deal with these people are to call these people out and get a consensus from the group for confirmation or denial about what the person is saying.

c. Constant Complainer Listen to the complaint, acknowledge what they are saying and restate what they are saying. This makes them feel like they were heard. You don't have to agree or disagree with the person but instead work into a problem-solving mode. Do this by asking questions, and encourage them to submit something in writing about the complaints and possibly a solution.

d. Clam Watch the nonverbal communication they are conveying, use open ended questions and give them plenty of time to answer. Be a little clammy and use the "friendly silent stare." During this time give them the appearance of expecting a response and when they open up be attentive to what they are saying. Avoid the polite ending and be direct with what you're going to do.

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. One of the ways to reduce the risk of CF is to create social interactions opportunities for the department. This should be done away from the work environment. One example is a unit holiday party. This could be done at a local establishment during

non-working hours. Providing trainings, rewards, and flexibility could also help with knowing and understanding work/life balance and would encourage a healthy balance.

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 This would be where the person takes it but is resentful. Differences are put aside and the patient is cared for.

b. Collaboration This is where the charge and the new nurse discuss and come up with a plan of action. The new nurse will take the new admission but the charge will care for the other patients until the new nurse is caught up.

c. Compromise This could be where the charge nurse and the new nurse tag team the admission to get the work done. One will do the paperwork, while the other does the physical work to make sure all work is completed. The new nurse still will have the new patient

d. Avoidance This is where you just put your head down, accept the admission, and just deal with it. There is no challenging its just like not rocking the ship.

e. Competition This could be where the new nurse and another nurse with the same number of patients will rock paper scissor it out to see who gets the new admit. The other option would be looking at the case load and seeing who has more patients at a higher level of acuity. The person with the less gets the new admit.

***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.***