

**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 – You would not allow myself to be ran over and You would step aside. You would want to stand up for yourself and defend yourself but without fighting and you would want to seek support. In certain situations, being rude is necessary to get your word in. If it is possible, try to get the person to sit down and maintain eye contact with them while you state your opinions and perceptions forcefully and assertively. You do not want to argue or cut down.

b. Sniper - to expose the attack ask very calm question. When giving criticism make sure to obtain group confirmation or denial. Setting up regular problem solving meetings with this person.

c. Constant Complainer – move into a problem solving mode with these kind of people and ask specific informative questions and encouraging him or her to submit complaints in writing.

d. Clam – Try to get them to open up by using open ended questions and waiting very quietly for a response. Give yourself enough time with composure. Be calm and tell them what you are going to do and be direct.

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.

- Create an open environment where employees have a venue for mutual support and encourage them to talk about how they are affected by their work.

- Offer training that educates employees about burnout and compassion fatigue. Educate on how to recognize the symptoms.

- Share the case load among team members particularly the most difficult cases.
- Make time for social interaction among teams social environments. A yearly retreat away from the workplace can build cohesion and trust.
- 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 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. Accommodations – The charge nurse would put aside their own concerns and let the nurse have their way or even working with the nurse.
- b. Collaboration – Collaboration would be getting others to help you with the workload or even talking to the charge nurse would be a form of collaboration.
- c. Compromise - Discuss the situation and comprise what to do in the situation. In the situation above possibly not taking the new admit or getting help from another nurse or PCT to do the things you do not have time to do with the workload.
- d. Avoidance – Avoidance would be a situation where both parties are dissatisfied. The nurse has the full load as well as the admit and the there can cause conflict in that situation between the nurse and charge nurse. The charge nurse then can see there is not much work getting done based on your load. The nurse should just address the situation.
- e. Competition – one side is seen as winning and the other side is seen as losing. One person typically has more power than the other and, in the situation, above it would be the charge nurse. The charge nurse would just tell you to take the admit and still leaves you with the workload.

***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.***