

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, stand up for yourself, try and get the person to sit down, maintain eye contact and state opinions assertively.
- b. Sniper, expose the attack and ask very calm questions such as do you really mean it that way or it sounds as if you are making fun of me, are you? Be sure to obtain group confirmation or denial.
- c. Constant Complainer, use a problem solving mode with very specific informative questions and encourage them to submit complaints in writing.
- d. Clam, use expectant facial expressions to get them to talk, be very attentive when they open up, be very direct and tell them exactly what you are 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.

Create 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. Share the caseload among staff members. Make time for social interactions among teams. Encourage healthy self care habits. Reward effort and offer flexible work hours. Offer stress training.

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 admission, or watch over the current patients while the admission is processed
- b. Collaboration
charge nurse and I share the assignment, work together to get the tasks done
- c. Compromise
charge nurse gives the admission to someone else
- d. Avoidance
refusing to take the admit or help
- e. Competition
charge nurse could state that other nurses would be able to do it therefor I should too

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.