

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: I would let Sherman think he is right. There is no point in arguing or trying to explain anything to Sherman, there is no winning. I would not be mean to Sherman or disrespectful, but I would not go out of my way for Sherman. If Sherman decides that they feel they need to talk to me about something I will be assertive with my opinions.

b. Sniper: I wouldn't take anything Sniper says to heart. This person just uses these jokes and digs to get under people's skin. Sniper may also use these to make others feel incompetent. I would call sniper out in front of other people. Make them see that I'm not the only one who feels a certain way about something. And that the jokes and digs are not necessary.

c. Constant Complainer: I would listen to what the complainer is saying without actually agreeing with them. I would ask if there is anything that I could do to help solve the problem that they are having or try to find a solution.

d. Clam: I would pay attention to nonverbal cues with Clam. If I need an answer or a response, I'm going to ask open ended questions. Be assertive with Clam if they are not giving you the answers that you need. Tell them that you will be back at a specific time for the answers and to finish the conversation.

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.

Taking days off. The unit director could assign consecutive days off so that way the nurse has time to regroup and heal themselves before continuing on to the next set of patients.

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: I would tell the charge nurse that I cannot take on this many patients. That their safety would be at risk and I will not risk my license to take on another patient. She will have to assign this patient to someone else or take on the patient herself.

b. Collaboration: I would explain to the charge that I already have a heavy load but I am willing to help with the patient if she can do the initial assessments and get the patient settled onto the floor.

c. Compromise: I will take on the patient until they get another nurse to come in and help on the floor.

d. Avoidance: not agreeing or disagreeing to take the patient but letting the charge know I'm highly upset with this situation and that it should have never been considered for us to have this many patients.

e. Competition: the charge nurse forced me to take this patient load and new patient or to be written up for refusing.

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.