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 tell them that I understand they are feeling overwhelmed, but there is no need to be rude. I would tell them to take a moment to gather their thoughts and then come back and we will sit down and talk things through together. You need to stand your ground and make sure that you voice your opinion without being rude or trying to bring them down.

b. Sniper: I would state that what they said sounded like they were trying to put me down or make fun of mee in a way and ask them if that's truly what they meant. I would also ask for an outside opinion to see if they perceive the situation the same as I did.

c. Constant Complainer: If someone is complaining about something, it's important to rephrase their statement into a constructive problem-solving statement so you are not making them feel attacked by calling them out but by offering a way to help them. Changing their thought process in a way.

d. Clam: I would use open-ended questions such as 'Talk to me about what you are thinking or going through" or giving nonverbal cues such as raised eyebrows and a smile to insinuate that you are waiting for a response.

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 way a Unit director can help offset or reduce the risk of CF is by creating an open environment and encouraging one another to talk about how work is affecting them. I have experienced this firsthand working in the ER. Our director of the ER has all staff participate in a debriefing after a code or a traumatic patient comes in. This allows us to

openly talk about how the situation affected us and allows us to lean on others that may be feeling the same way.

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 voice that my workload is very heavy and I need someone to help me. I would ask the charge nurse if they would be willing to take care of my new admission so I can get caught up or even for the whole shift if I am unable to handle a anew patient. The charge nurse may not be happy, but patient safety is priority.

b. Collaboration: I would ask the Charge nurse to take care of my new admission in exchange for me taking care of something the charge nurse needs done my next available shift.

c. Compromise: I take the new admission, but I ask for low or PTO my next shift to allow myself to recuperate.

d. Avoidance: I would not say anything to the charge nurse and accept the new admission, but I would be angry and resentful toward the charge nurse.

e. Competition: The charge nurse would give mee thee new admission maybe because even though my workload is heavy, I have less patients than the other staff nurses so the charge nurse gives it to me anyway.

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.