

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 this person vent about the CF before I sat them down and talked with them about my concerns with their CF. I would be assertive in my tone without trying to cut them down. I would give them some friendly self-care ideas that might help them a little.
- b. Sniper: I would ask this coworker questions when they tried to make snide comments towards myself or others. I would ask them if they were making rude jokes because they are really burnt out. Smacking them out would be the best option with them.
- c. Constant Complainer: I would listen to their complaints and validate their feelings. Also, I could paraphrase what they said to make sure I understood. Then would be the problem-solving stage; we could come up with ideas to fix the issues at hand.
- d. Clam: Reading these coworkers' non-verbal communication cues is huge sense they don't want to speak. Another tool that is helpful with clams is open-ended questions and in a way giving them the silent treatment back.

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.

Encouraging open communication about work problems and having a therapeutic, supportive work environment is one way to offset the risk of CF. Some ways to implement this could be having debriefing sessions when needed, having staff meetings where anonymous written concerns can be acknowledged and discussed, promoting a "family" feel to the unit where support is plentiful.

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 could take on another patient that was not a new admission so another RN can get the new admission. This would still not be helpful to myself because I would still be adding more to an already heavy workload.
- b. Collaboration: I would go to charge and ask if she could take the new admission and I would keep the heavy workload I already had. I would also help her out with paperwork so she didn't get behind in her duties.
- c. Compromise: I could compromise and let another RN help with the admission process and be on "stand by" when I needed help but I would still get the new admission in the end.
- d. Avoidance: I would not say anything about the new admission and struggle to provide safe patient centered care during my shift.
- e. Competition: I would go to charge and say that I cannot safely take this new admission because of the assignment I am on.

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.