

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 – an attacker, they are often abusive, abrupt, and intimidating.
 - a. Stand up for yourself
 - b. Be assertive and try to get the person to sit down and remain eye contact with them
 - c. Do not try to argue with them
- b. Sniper – like a hidden attack rather than frontal attack
 - a. Ask very calm questions
 - b. “That sounded like a put-down, did you really mean it in that way?”
- c. Constant Complainer – feel powerless, and like to draw attention
 - a. Communicate with being helpful in mind
 - b. “I understand you are having difficulty with your assignment, is there anything I can do for you?”
 - c. “Would it be helpful if I did a task for you?”
- d. Clam – tend to respond when you need an answer
 - a. Avoid polite endings
 - b. “This is very important to me, I will do some research and get back to you by 11am tomorrow.”

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.

Encourage healthy self-care habits such as good nutrition, sleep, and taking work breaks. Things a manager could do to promote this is having a nurse, specifically being able to cover other nurses while they take their breaks. Some nurses feel that they do not have time to take a break but having a specific nurse who is able to take their assignment during their break would be very helpful. Offering one weekly meal to nurses would also be helpful for their nutrition.

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 – The charge nurse could step in to help the new graduate RN with her assignment by taking on a patient, or assigning the new admit to another RN that is available or who has more experience with a heavy workload.
- b. Collaboration – The charge nurse and new graduate RN could work together by splitting the tasks up for the new admit making the workload a bit lighter for everyone.
- c. Compromise – The charge nurse could compromise, and they could take the new admit so that the new graduate is able to focus and provide adequate care to the patients they already have. Another option is for the new graduate RN to compromise and take the new admit and have the charge nurse take one of their more stable patients.
- d. Avoidance – The new graduate RN could just ignore that her patient workload is heavy and accept the new admit because she doesn't want to make her charge nurse mad or disappointed. If I was her charge nurse I would encourage her to be honest because it is her license on the line.
- e. Competition – The charge nurse is using power and trying the force the new graduate RN to take an assignment that she is not comfortable with. If I was the new graduate RN I would tell my charge nurse that I do not feel that I can adequately care for this patient and that I am not risking my license on the line, I would recommend for them to either take the patient themselves, or assign the patient to another nurse who is able to handle a heavier 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.