

Unit 2: Conflict Management
Z-Chapter 13
ONLINE CONTENT (1H)

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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

- a. With a Sherman Tank, I would handle their compassion fatigue with a straightforward approach, taking into consideration that their work ethic is important to them. I would acknowledge their hard work and offer a break as a reward, reiterating their idea that they're worth taking time for themselves.
- b. "Hey! I noticed you've been working so hard since the start of your shift! Go take a load off, you deserve it. I can watch your patients for you".

b. Sniper

- a. With a sniper, I would obtain a conversation with confirmation or denial before going to my approach. I would use their words with them, and level with their mindset to prevent putting them completely in the limelight.
- b. "Hey, I agree with what you were saying earlier about management overworking us; it's not fair to the hard workers like you! If they don't take your opinion on it, I do! I have some time now for you to take a couple of minutes to yourself, you earned it".

c. Constant Complainer

- a. With a constant complainer, I would acknowledge their concerns by letting them express themselves and what's currently bothering them. After hearing them out, I would then follow their expression up with comfort measures to alleviate their stressors.
- b. "I'm so glad you came to me and felt comfortable enough to tell me what's bothering you. Taking what you said into consideration, taking a break could help alleviate some of the stressors from today. It's not an issue at all".

d. Clam

- a. With a clam, I can re-affirm their nonverbal behaviors and cues to enter conversation. In the conversation, I would match their demeanor to be sure that they're coaxed out on their terms.
- b. "Hey, I know when I'm overworked, I don't want to talk to anyone either. If you'd like to take some time for yourself, I'll stay on the unit for you".

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 you can offset and or reduce the risk of compassion fatigue in staff members includes sharing the caseload among team members, especially in the most difficult cases. Some ways that a unit director can help a worker with compassion fatigue include changing the level of engagement with the workload or patient acuity and transferring the worker to a different unit to change the environment with fresh scenery.

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

Using the accommodation method, I would emphasize finding an agreement that would benefit all parties involved without one person taking on more of an assignment than another. To do this, I would bring each party together and talk about any tasking projects they're currently holding to possibly make room for a job adjustment or bring in another healthcare team member to assist with generalized patient care or treatments on the unit to help alleviate the stressors of that current situation regarding the admission.

B. Collaboration

Using the collaboration method, I would utilize my resources to achieve a "win-win" outcome for the healthcare team. I could utilize the unit coordinator, fellow nurses, or the nursing supervisor. If another healthcare team member such as a fellow nurse can tackle the admission with me, this will help quicken the process of the admission, and make the work less daunting.

C. Compromise

Using the compromise method, I could utilize another person on my healthcare team through means of negotiating times that I can use extra help. If they're passing medications by 0900, I could ask them for help after 0930. This would allow for a time management compromise, whilst still getting their other work done promptly, effectively getting the admission done and not falling behind.

D. Avoidance

Using the avoidance method, if I become overwhelmed with the extra work of the admission, I can use avoidance by taking some time to myself from the unit and cooling down or doing some breathing exercises. I can use this method especially if there is anger or agitation amongst other members of the healthcare team. These emotions, if prodded, can work up arguments within the team. Therefore, taking some time to myself to relieve that stressor can help my mind re-focus.

E. Competition

Using the competition method, I can use others in my healthcare team who influence assignments on the unit. I can utilize help from the unit coordinator, nursing supervisor, or negotiate with the charge nurse. Using this method, I can vocalize my concerns about the added assignment or working within limited means while attempting to get work done promptly.

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.