

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 decide if they were upset and try and talk with them about what is causing them to be upset. I think that I would use collaboration to try and fix the problem at hand as quickly as possible.

b. Sniper – I would use competition to resolve a conflict with them. Since one person may have more power over the other.

c. Constant Complainer – I would use compromise for this person because they may be open to a mutual agreement.

d. Clam – I would use accommodation to help them because they have the power to fix the problem but just may not actually be fixing it.

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 employees to talk about how they are affected by the work that they do, offer education on burnout and compassion fatigue, reward hard work and effort, offer training that focuses on self-care and life balance.**

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 accommodate this new patient and express my concerns to the charge nurse anyway about the patient load.

b. Collaboration – I would collaborate with the other nurses to see how they are feeling about the patient load and see if they had any thoughts or concerns to bring up to charge.

c. Compromise – I think compromise would consist of maybe offloading a more acute or critical patient in order to take on this new one and maybe a nurse with less patients could take the more acute patient.

d. Avoidance – If you are feeling too upset to appropriately discuss your concerns with the charge nurse then I would avoid bringing it up until you are sure you can be professional.

e. Competition – The charge nurse may expect you to be okay with taking on another patient and thinks because they have authority that you can not argue.

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.