

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 2/3/2025.

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: When dealing with these types of people, it is best to keep your fear and anger with them under control. At first, I would let this person get out what they want to say. I would then try and sit down with them while talking, being assertive when talking with them. Being assertive is important with these types of people so that you do not get “run over” by them.

b. Sniper: When dealing with a sniper, it is important to be direct with them and ask questions. These types of people like to make digs at you rather than being direct like a Sherman tank would. Asking them if they would like to talk about something that is bothering them may come in handy with these people, so they feel like they are being heard.

c. Constant Complainer: When dealing with a constant complainer it is important to acknowledge their feelings and try and work with them to find a solution to the problem they’re having. Try to remind this type of person of their achievements and celebrate even small wins with these types of people.

d. Clam: When dealing with a clam, they will often not respond to you. Watching their nonverbal cues is important because it may tell you how they are feeling. Asking open ended questions may come in handy and wait patiently for a response from them. You need to be very direct with these people as well, avoiding an overly polite ending to the discussion.

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 of the ways to reduce the risk of compassion fatigue in the article is to find time for yourself every day. Some workers who have compassion fatigue may even work through their lunch break not taking the time to care for themselves. A unit director could implement breaks throughout shifts, ensuring that all staff members are

taking the breaks they need. Even if it is not a full 30-minute lunch break, a 15-minute break should be taken by every staff member to give them time for themselves even while at work.

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 use accommodation by accepting the new admission even though I cannot handle the patient load. This would indicate that the Charge Nurse wins, while I lose, making me angry or resentful towards the Charge Nurse.
- b. **Collaboration:** For collaboration, I would speak to the Charge Nurse and try to come up with a plan that works for the both of us. I could possibly ask her if we can work together to manage the new admission so the whole workload of patient's doesn't fall directly on me.
- c. **Compromise:** Using compromise, I could ask the Charge Nurse if I could possibly delegate some of the tasks for my other patient's to either an LPN or UAP so that I am able to work on the newly admitted patient while my other patients are still receiving the care they need.
- d. **Avoidance:** During avoidance, it is a lose-lose situation therefore, I would decline to take on the new admission at the time and try to delay the conflict.
- e. **Competition:** In this stage of conflict resolution, I would be aggressive and tell the Charge Nurse that I cannot take on an extra patient at this time because it is putting my patient's safety in jeopardy. I could also let the Charge Nurse know that if that won't work, I will have to go to the supervisor with the issue.

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.