

**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: It would be important to maintain composure, not react emotionally, and stay calm to prevent escalation. I would acknowledge their frustrations or concerns, I would calmly, but assertively, communicate the impact of their behavior. For example, "I understand you're upset, but it's hard to help when communication becomes aggressive."
- b. Sniper: Create a safe space, it's important to approach the coworker with empathy and without judgment. Establishing a confidential and private setting for a conversation is crucial. Actively listening, encourage them to talk about how they're feeling, but don't push them to share more than they're comfortable with. Avoid judgement and minimizing their experiences by comparing them to others or dismissing their concerns.
- c. Constant Complainer: Acknowledge your coworker's feelings without immediately dismissing them. For example, you could say, "I can see this situation is really frustrating for you. It must be tough to deal with." Set boundaries for complaining, You can say something like, "I hear your concern, but maybe we could brainstorm some solutions together." Encourage your coworkers to take breaks, practice self-care, or even seek professional help if appropriate
- d. Clam: Create a safe, nonjudgmental environment where they feel comfortable opening up. You might say something like, "I've noticed you seem a bit off lately. I'm here if you ever want to talk." If they're not ready to talk, respect that. Clams need time to process things internally, and pushing them to open up prematurely can make them withdraw even more. Offering to share the workload can communicate that you care without pushing too hard.

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.

Make time for social interactions among teams. Regular short team huddles that go beyond work updates. Sharing successes, celebrating milestones or a brief “shoutout” to team members for their efforts. Organize group activities where team members work together on volunteer projects outside of work, creating stronger bonds through shared purpose.

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: prioritize the needs of others, patients, the charge nurse, and your team over your own concerns in this situation. You would focus on maintaining organization within the team while ensuring patient care remains a priority. Example: "I will do my best to take care of the new admission, but I am concerned about being able to manage my current patients and provide safe care. Could I get some help with the initial assessment or have someone assist with my other patients so I can focus on the admission?"

b. Collaboration: Share your concerns about the impact on patient care in a respectful, non-confrontational way. Example: "I feel overwhelmed with the number of tasks I already have, and I'm worried I won't be able to handle the admission without compromising the quality of care for my current patients." As the Charge Nurse "Is there a way we can work together to manage this? Could I get some help with the admission or with some of the tasks for my current patients?"

c. Compromise: Identify which tasks are most urgent, you might not be able to avoid taking the new patient altogether, but you can ask for assistance with certain tasks to lighten your load. Example: "If I take the new admission, can we possibly delay some of my less urgent tasks like patient teaching until I'm caught up?"

d. Avoidance: avoid expressing your concerns with the Charge Nurse, either because you're uncomfortable with confrontation or unsure how to approach the situation. You hope the Charge Nurse realizes the workload difficulty without you having to bring it up. Hoping the situation might resolve itself.

e. Competition: After evaluating your current patient load and recognizing that an additional admission would compromise patient care, immediately approach the Charge Nurse. Say for example "I cannot safely manage another patient with my current workload. Adding a new admission would jeopardize the care of my current patients and the new admission."

***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.*