

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 = Do not allow yourself to be run over, noticing this coworker is suffering from compassion fatigue it is important to ensure that they are not being run over. Seek support when needed, meaning this coworker should know that they can seek support when needed.

b. Sniper = Asking calm questions, restate the phrase they state and ask if that is what they mean. Ensure to ask others if they feel the same way that person feels.

c. Constant Complainer = Listen to their complaint, if they are feeling overwhelmed let them express it. Paraphrase what they have said to make sure they know you hear their complaint.

d. Clam = Try to read the persons nonverbal communication like their body language and their facial expressions. Use the friendly silent stare which will show that you are waiting on an answer or for them to respond.

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.

Self-care is one way to offset or reduce the risk of compassion fatigue among staff members. It is important to ensure that staff members are not overworking themselves. Ensuring that breaks are being taken and time off the floor is taken. Asking is there anything anyone needs on the floor and ensuring they are helping one another in times of need. Ensure the staff members know if they need to say “no I am not able to do that at the moment” or something similar is allowed.

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 ask for help from another nurse or the aid with the patient that is a very heavy workload. I would accommodate to the task at hand the best I can.
- b. Collaboration = I would collaborate with other team members like the aid to get things that need to be done with the patient that is a heavy workload. I could also collaborate with another RN and help them with a task they may be having trouble with.
- c. Compromise = The charge nurse may compromise with the RN and do the admission portion while the RN is handling the situation with the patient that is a heavy workload, but the RN will still have to take the patient.
- d. Avoidance = Avoidance may be used by the RN if they are to overwhelmed. They may avoid taking the new admission and continue taking care of the patient they currently have.
- e. Competition = The charge nurse may say that it is this RNs turn to take the admission due to the other RNs on the floor either being full or already taking an 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.