

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: You can ask them to acknowledge their feelings. You can say something like, “I can see you’re really upset and stressed right now. It’s been a tough time, hasn’t it?” You can also set boundaries with them if they are being rude. Since Sherman Tanks may not directly ask for help, offer concrete support without being pushy, like “Would you like me to help you with that task today?” rather than assuming they need your help.

b. Sniper: If you hear passive-aggressive comments, calmly address them. You can say, “I noticed you said something about being frustrated with this task. Is there something specific you want to talk about?” Avoid giving their passive-aggressive behavior back. This will escalate the situation. Try to maintain a positive, solution-oriented conversation.

c. Constant Complainer: Let them know you recognize the weight of their feelings. You can say, “It sounds like you’re feeling really worn out and frustrated. That’s totally understandable given how much you’ve been dealing with.” Remind them of the positive steps they’ve taken, even if small. “You’ve been doing great at _____, and I know it’s hard right now, but your effort hasn’t gone unnoticed.”

d. Clam: Don’t force them to open up right away, but make sure they know you’re available to listen. You can say, “I understand you might need some space right now, but if you ever feel like talking, I’m here.” Sometimes they need a reminder that they aren’t alone. A “I’m thinking of you” text or offering to take over a small task can show support without putting pressure on them to engage.

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.

You could reduce the risk of compassion fatigue by having a good balance between daily activities and setting boundaries for yourself. Things a unit director can do to offset the risk of compassion fatigue would be to have scheduled breaks and rest periods for workers. They should ensure that all staff members have adequate time for regular breaks during their shifts, especially in high-stress environments like healthcare or social services.

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 talk to the charge nurse first but I would say something like "I will try my best to accommodate the new patient, but I may need assistance with the current patients to ensure they're safely monitored while I admit the new one." I would acknowledge the team's needs but be prepared to ask for help in managing my current workload.

b. Collaboration: I would say "I have a heavy patient load right now, and I'm concerned about being able to provide the best care to all of my patients with this new admission. Could we discuss how to evenly break up the workload? Maybe you can assist with the admission, or we can assign one of the techs to help with vitals and assessments while I complete my other tasks."

c. Compromise: I would say, "I'm concerned that with the new admission, I don't know if I'll be able to care for all my patients effectively. I'm willing to take the admission if someone can help me with one or two of my current patients, even if it's just for the first 30 minutes after the admission."

d. Avoidance: I might feel like avoiding a direct conversation and instead, I could focus on completing my current tasks without acknowledging the new admission. After a short time, I would revisit the situation and either ask for a reassignment or delegate tasks to other staff members to manage the workload.

e. Competition: I would say, "I understand the importance of the new admission, but I have reached my limits today. I will not be able to admit this patient without compromising the care of my other patients. Either someone else must handle the admission or assist me significantly." This response is necessary so you don't compromise the safety of your other patients.

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.