

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- They have a strong need to prove to themselves and others that their view is right. To deal with them, don't allow yourself to be run over. Stand up for yourself
- b. Sniper- The sniper will try to make digs and their non playful teasing. To deal with them remember to expose the attack. Ask calm questions. One way to prevent sniping is by setting up regular problems-solving meeting with that person.
- c. Constant Complainer- These people often feel powerless. They draw attention to their problem. It's important to listen to complaints, acknowledge them, paraphrasing what the person said. Check to make sure how the person feels.
- d. Clam- The clam has an entirely different tactic from the previous three. They refuse to respond when you need an answer or want to have a discussion. It is helpful to read the patients nonverbal communication. Use the "friendly silent stare" have a very expectant expression on your face with raised eyebrow, wide eyes, and maybe a slight smile.

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 way to reduce the risk of compassion fatigue as a unit director is helping the nurse's hands on. Example a staff nurse of 3T has 4 patients and one of the patients has a CBI running wide open and she is expecting an admission. You as the unit director can help her by doing the admission question and getting vitals, or you can monitor the CBI and document intake and output. The best way a nurse reduces fatigue and enjoy there is knowing they are supported. Coming to work and feeling like you are drowning, your

med pass is late, your documentation is late and being short staffed. Sometimes not being able to seat down. That would make anyone be burned out after a while.

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 is a lose- win situation. This situation the new grad nurse says that she doesn't feel comfortable taking that patient. The charge nurse will help her by taking the patient. The new grad gets her way, and the charge nurse has to do more work now.
- b. Collaboration is the win-win. To get this situation to work both parties must agree. The new grad nurse and charge nurse will work together as a team to do the new admission paperwork and help with the other patients.
- c. Compromise is a no lose- no win. To fix this situation the charge nurse will take the admission until the nurse is caught up with her work then the new grad will take the patient.
- d. Avoidance this is a lose-lose situation. When the nurse gets the news, she is upset because she doesn't want the patient. She doesn't conflict so she takes the patient.
- e. Competition this is a win-lose situation. The new grad will lose and management will win. As the new grad nurse, you have no power in this situation. The only way you can resolution is ask the charge nurse how help and hope that she does.

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.