

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 is important to approach them with calmness. Set boundaries let them know that you are here to help but they need to maintain respect. Use empathy acknowledge their feelings but remain calm. And offer choices, giving them choices can reframe the situation.

b. Sniper: Address the behavior using a neutral tone in a non-confrontational way. Create a safe space for discussion, step aside and have them share what is really bothering them. Actively listen and validate their feelings, people may not know how to express it.

c. Constant Complainer: Acknowledge their struggles, let them know that we hear them. Redirect the conversation, if they are stuck suggest small changes that could provide support. Encourage positivity, limit negative talk.

d. Clam: Approach them gently, be non-judgmental offer them space to open up. Encourage communication and let them know that it is safe to talk. Reassure that they are never alone and offer support.

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.

- Regular schedule self-care and or Mental Health check ins, for example the Unit Director could incorporate regular check-ins with staff to assess their emotion and mental well-being through one-on-one meetings or team huddles. Promoting a Healthy Work life balance, for example the unit director can encourage staff to take their full breaks and use vacation days, making it clear that time away from work is essential to maintaining good performance. Recognize/Celebrate efforts, for example the Unit director can weekly recognize staff for their hard work especially in emotionally draining situations.

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 could say, I am feeling overwhelmed with my patient load that I have, I am worried I will not be able to provide the level of care I would want for all my patients. I will help accept the new admission if it means helping the team out. Is there any way I could get some help watching over my patients while I take the new admission?

b. Collaboration: I could say, I have a full patient load and adding a new admission would be very hard to meet the needs of all my patients. Can we possibly work together to come up with a plan, or perhaps get support from another nurse to help with some of my patients?

c. Compromise: I could say, "I know we need to get this new admission but I am worried about being able to provide the level of care I would like for my patients. How about if I take the admission, we assign another nurse to help with two of my patients for the next couple of hours while I am with the new patient?"

d. Avoidance: I am going to focus on getting my current patients settled and if I feel like I can take on a new admission I will check back. I will do my best to catch up with everything but may need help later.

e. Competition: I am already taking care of a pretty heavy assignment and I am unable to take on this admission, if we do not find someone else to help with the new patient I will not be able to delivery safe care to my 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.