

**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, just step aside
- Stand up for yourself
- Do not try to argue
- When they finally hear you, be ready to be friendly

b. Sniper

- Ask questions calmly
- Ask for group confirmation on the accusation
- Set up regular problem solving meetings

c. Constant Complainer

- Listen and understand the person
- Dig further into the problem, do not just agree
- Request their complaints in writing

d. Clam

- Pay attention to their nonverbal cues
- Open ended questions
- Give them enough time to respond
- Be direct

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 is to have a “stress free zone” in the building where nurses can go to take a second to themselves. One way a unit director could do this is by clearing out a space, like a closet, and making it a comfortable environment. This could be done by adding comfy seats or blankets and calming smells to help the users relax. The unit directors should allow the nurses and staff to utilize this room whenever they need to to help calm them and reduce the risk of compassion fatigue.

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

- The charge nurse takes the new admit and you keep your original set of patients

b. Collaboration

- You split your patients 50/50, including the new admit, with the charge nurse

c. Compromise

- Ask the charge nurse to give the new admit to a different nurse with a lighter load, and after you discharge a patient, you will take the next admit

e. Avoidance

- You deal with the load and take the new admit

f. Competition

- You tell the charge nurse that your patient load is not fair and demand a whole new set of 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.***