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)

- ***Sherman Tank:***
  - *Being that these individuals are referred to as "attackers", "abusive", and "intimidating", I would politely enforce the boundary by informing them that they will not speak to me in the manner in which they are comfortable speaking to everyone else who has allowed/tolerated their behavior. Following that, I will give them the opportunity to reorient themselves to my boundary and allow them to try again.*
- ***Sniper:***
  - *Being that these individuals are known for sending subliminal messages, I would address them directly and ensure that everything is okay with them in the workplace and at home. Following that, I would let them know if there is anything they feel intense/strongly about, I'd be more than happy to receive the information directly.*
- ***Constant Complainer:***
  - *Being that these individuals are aware of problems within the workplace. I would ensure that they feel seen/heard and listen to their unconstructive theories on how the problem could be corrected and utilize positive reinforcement to politely redirect their unconstructive theories/views.*
- ***Clam:***
  - *Being that these individuals tend to shut down during confliction, I would ultimately avoid conflict, however, if conflicts were unavoidable, I would reassure them that their views/voice haven't went unnoticed and politely informed them that I'm available for discussion when they are comfortable, content, and available.*

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 offset/reduce the risk of compassion fatigue in staff members would be to make time for social interactions among teams by organizing social events in yearly retreats away from the workplace to increase morality within the team/staff members. A specific example of this would be having morale days, organizing friendly competitions at work such as "Best Halloween Costume", "Best Christmas Decorated Medical Floor within said Medical Facility (i.e., ED v. 3T v. 4P), etc.

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:

- ***Accommodation:***
  - *I would accommodate this by prioritizing my workload and ask the charge nurse if it'd be possible that the patient was assigned to another nurse and if it wasn't possible, to do as I was told.*

- ***Collaboration:***
  - *I would collaborate this by potentially asking a fellow coworker for help if they had a lighter workload than I did and ensure that I would help where I could and give them an "I owe you." I also could see if there were any available PCT's that were willing to assist with some of the workload.*

- ***Compromise:***
  - *I would compromise this by asking the charge nurse if there would be any possible way to possibly delegate the patient to a nurse with a lighter workload.*

- ***Avoidance:***
  - *I would avoid this by just accepting that my workload would be extra heavy and persevere throughout the shift.*

- ***Competition:***
  - *I would tell the charge nurse that me taking another patient isn't possible and they would need to find another nurse to do it. (I wouldn't do this irl)*

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.