

**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:** I would acknowledge they are likely stressed and tired, and I would calmly offer my support. I would say “I notice you feel stressed and overwhelmed, is there anything I can do so you can take a break?” I would also keep any anger I have under control since these individuals are confident but lack the care and trust to be productive. I would also sit them down and attempt to have a discussion that does not lead to arguments.

**b. Sniper:** I would address any situation in private, due to their tendency to tease, attack, or name-call. I would use assertive communication and try to disarm any remarks that are made. I may say something such as, “I have noticed you seem frustrated; I know this job can be tough, how are you doing.” I would also redirect any sarcasm into a positive discussion.

**c. Constant Complainer:** I would listen to their complaints, acknowledge them, and ensure I understand how they are feeling. I would listen without encouraging any negativity, and shift the conversation to a more specific and manageable discussion. I may say something such as “I understand your frustration, what has been the hardest part of your shift today?”

**d. Clam:** I will use open-ended questions to get them to open up, and I will wait until they respond. While I am waiting I will be mindful of my nonverbal gestures. I would try to create a non-judgmental space, offer my support, and be patient. I may say something like “What has been on your mind during these tough shifts?” I will be very direct with these individuals and use silence and patience.

**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.** To offset compassion fatigue, I chose the option to create an open environment where employees have a venue for mutual support and encourage employees to talk about how they are affected by their work. A unit director can implement debriefing after each shift so the employees can share their day, emotional experiences, and feelings in a nonjudgemental setting. The unit director can also do daily rounds or “check-ins” on their staff. Rounding on the employees allows them to talk about any stressors and get advice. Another implementation would be to create a group chat for all the staff where they can encourage emotional expression, express any frustration, and communicate honestly.

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 manage the situation by refusing to take the admission, and asking the charge nurse to assign the patient to someone else. I would communicate that I feel uncomfortable increasing my workload. I could offer a solution that minimizes strain on myself but does not put all of the workload in my hands.

b. **Collaboration:** I would communicate with the other nurses and have them help me care for the patient. Maybe after the admission, another nurse comes in to wash the patient up, ambulate to the bathroom, etc. This approach involves open communication, and shared problem-solving, and often results in a win-win outcome.

c. **Compromise:** I would agree to take this admission, but create an agreement that in future shifts another nurse will take the admission if I have a heavy workload. Offer a middle-ground solution where both you and the team meet in the middle.

d. **Avoidance:** I would ask for a possible delay in the admission, or ask the charge nurse to assign the admission to someone else. I may also delegate responsibilities to other nurses, or staff.

e. **Competition:** I would advocate for my patient’s safety and my nursing license and assert boundaries. I would explain that I do not feel safe taking on an increased workload, and it may put my patients at stake. In a competitive approach, taking a direct, authoritative stance is the best way to handle the new admission.

*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.*