

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 – If possible try to get the person to sit down, maintain eye contact and state your opinions and thoughts assertively to get your point across to them.
- b. Sniper – Be sure to obtain group confirmation or denial and ask questions or make statements such as “Does everyone else perceive the issue in the same way”. Best thing to do is setting up regular problem-solving meeting with that person.
- c. Constant Complainer – Listen to their complaints, acknowledge them and make sure they understand by paraphrasing what they said back to them. Do not agree with them but more move into a problem-solving state by asking specific and informative questions.
- d. Clam – Be very direct with that person about what you are going to do especially when the intended discussion did not occur.

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.

- Create an open environment where employees have a venue for mutual support. Encourage employees to talk about how they are affected by their work. A way that a work place and achieve this is by providing multiple communication channels and encourage constructive an positive feedback.

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 – Notify the charge nurse that you can't handle the new patient as well and insist that she assigns the new patient to someone else
- b. Collaboration – Talk with your charge nurse and notify her on what tasks you need assistance with and see if she can cover some of your tasks for you
- c. Compromise – Notify the charge nurse that you are willing to take the patient, but they have to let you catch up first then they can send them to you.
- d. Avoidance – There is no point arguing with the charge nurse since nothing will change so try to get caught up as much as possible until your admission arrives and utilize help where you can.
- e. Competition – Inform the charge nurse that you are extremely busy and other nurses are just sitting down doing nothing so give the admission to them

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.