

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 approach them with an assertive technique that gets to the point and explains thoroughly and on topic with the task at hand. Assuring that they understand what is expected without beating around the bush to protect their feelings. This includes issues being addressed in a manner that will hopefully reach them in a way they can understand what is wrong or right.

b. **Sniper** – With a sniper, matching their energy in a respectful manner would be a way to deal with them. If someone backs down or lets them treat them negatively, it will only tell the sniper that they can get away with this behavior. In addition, confronting them by asking them questions such as why they think the behavior is okay is a good way to directly handle the attack.

c. **Constant Complainer** – I would explain that the only way something will be done about their complaints is if its formal and to the right people. In addition, I would let them know that constantly complaining only reduces positive morale. Finally, I would do my best to not feed into the complaining and ignore it despite my previous recommendations.

d. **Clam** – With a clam, I would try to reinforce their attitude by explaining we are all here as a team for the same reason, to help people. In addition, there is no point in being here if the priority is not straight. I would report this behavior if it is repeated as it is not productive in a healthcare setting.

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 reducing balance in daily activities. A good example would be to not only establish a routine, but to ensure you have things to look forward to outside of work. Such as taking an extra day off or going to another city to do something new.

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 – Perhaps asking coworkers for help and expressing your concerns to the charge nurse.
- b. Collaboration – Using delegation to UAP or LPN to help with the workload or even another RN to help increase efficiency and time management.
- c. Compromise – Maybe asking a more experienced nurse if they are willing to take over one of your patients or even split the workload.
- d. Avoidance – If this is used the new grad would not seek help or collaborate and would potential fall behind or below the standards of care.
- e. Competition – Understand that seniority plays a role in certain things and discuss with management what it applies to and when.

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.