

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 have to use assertive communication. I would tell them that I understand this situation is frustrating, and I want to work together to find a solution. I would let them know I am there without forcing them to come to me. If their aggression escalates, I will tell them that I'm happy to discuss this, but I need us to keep the conversation respectful. I would then give them a little time to express what they might be ranting about and then talk in private. I would tell them I will check on them later and ask if they are feeling overwhelmed and offer resources for stress management.

b. Sniper- I would make a statement to them telling them that it seems as though they had a difference of opinion on something which is normal. I would also directly ask them what exactly their issue is here, or what has occurred that they don't. I could also set up regular problem-solving meetings with a sniper.

c. Constant Complainer- I would make sure to listen to the complaints and acknowledge them. Even if I didn't necessarily agree with them, just acknowledging them will be a start. I will paraphrase when listening to them, so they know I was listening to them but try and problem-solve by asking specific questions.

d. Clam- I would read their nonverbal communication first to try and see how to approach them. I will try to get them to open- up by using open-ended questions and will not converse while waiting for an answer to try and keep them composed. I would let the conversation end and let them know I am up to talking about this again without being overly nice.

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 to accomplish this. One way to offset or reduce the risk of compassion fatigue that I am picking is self-care tips. If I was the unit director, I would schedule 15-minute mental-health wellness breaks during each shift on top of their regular lunch breaks, which gives them time to step away, stretch, or practice deep breathing. If I see a staff member consistently working overtime, I will try and offer more flexible scheduling and encourage them to take a day off while also ensuring adequate staffing.

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 choose peace and deal with the new admission without saying anything. I would ask for any help I could get with my current patients and avoid any conflict.

b. Collaboration- I would discuss with the charge nurse about any other possible solutions like redistributing patients among other team members to make the work load equal and safer for everyone.

c. Compromise- I would take on the new admission but only if a deal is made to distribute a more stable patient to another team member. I could negotiate having another nurse take care of some med passes or patient turns for me.

d. Avoidance- I would immediately decline the patient for the safety of the patient. I would tell the charge nurse that this is because I am avoiding errors and unmanageable stress. It might create conflict, but it would have to be done for patient safety.

e. Competition- I would stand my ground and prioritize my limits and patients' safety. I know they all could be equally as busy, but I would ensure that none of my patients are at risk and that I am not overloading myself.

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.