

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

Individuals that are Sherman tanks are confident and feel self-important and superior. They will have a difficult time admitting they are fatigued and asking for help. It may be best to wait for the Sherman tank to come to you for help, rather than suggesting they need it. They will be more receptive to suggestions when they are ready to accept them.

b. Sniper

Snipers are similar to Sherman tanks; however, they tend to be more passive aggressive. It is helpful to expose their attacks and at that time it may be ideal to ask how they are doing. What is making them want to attack? What would help them?

c. Constant Complainer

For individuals that identify as constant complainers, it can be beneficial from them to take their complaints and turn them into actions. If they are fatigued due to overwhelming number of tasks, they should start to use delegation. This will take their frustrations and turn them into constructive actions.

d. Clam

Clams can be difficult to help as they often turn inward. They will have a hard time opening up to talk about their feelings. It best to approach a clam gently, let them open up about their feelings. After, provide them

small suggestions to allow them to handle their fatigue. For a clam, talking about their feelings can be a great start to help.

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.

Directors can reduce the risk of compassion fatigue by providing employees with a healthy work environment. They can maintain a healthy work environment in many ways. Providing continuing education always employees to feel confident in understanding policies and equipment which leads to less stress. Providing debriefing after hard or traumatic days always employees to unload feelings sooner rather than later. Encourage team building activates that help build strong relationships with management and colleagues.

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

With accommodation, the charge nurse would not give me the new admission. This would be beneficial for me, however, it may lead to another nurse being overwhelmed by the new admission.

b. Collaboration

Collaboration is the best solution for conflict. This allows individuals to work together for the benefit of the unit. In this situation, I would accept the new admission, and the charge nurse would offer their help to me; such as tending to my other patients while I take the admission.

c. Compromise

Compromise is a good alternative to conflict; however, compromise is not always ideal. In this situation, I would accept the new admission, but the charge nurse would give one of my prior patients to another nurse.

d. Avoidance

Using avoidance, I would not express my concerns about my patient load and would accept the new admission without objection. In this situation I would be left unhappy, stressed, and resentful.

e. Competition

With competition, I would express my concerns to the charge nurse about the overwhelming patient workload. The charge nurse would dismiss my concerns and tell me I am getting the admission. Competition is the use of power and decision are made in a "because I said so" manner.

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.