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

- Don't allow yourself to be run over; step aside.
- Stand up for yourself. Defend yourself but without fighting. Seek support when warranted.
- Give this person a little time to run down and express what they might be ranting about.
- You can be rude; get in your word any way that you can.
- If possible, try to get the person to sit down. Be sure to maintain eye contact with him or her while you state your opinions and perceptions forcefully and assertively.
- Don't argue or try to cut down the person.
- When they finally hear you, be ready to be friendly.
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b. Sniper

- "smoke them out" by asking questions like "that sounded like a put-down. Did you really mean it that way?"
- If they are giving you criticism, be sure to obtain group confirmation or denial.
- Ask questions or make statements such as, "Does anyone else see the issue this way?" "It seems as though we have a difference of opinion," or "exactly what is the issue here? What is it that you don't like about what occurred?"
- Set up regular problem-solving meeting with that person.

c. Constant Complainer

- First listen to the complaints, acknowledge them, and make sure you understand what the person said by paraphrasing it or checking out your perception of how the person feels.
- Don't agree with the person, move into a problem-solving mode by asking very specific, informative questions and encouraging them to submit complaints in writing.
- For example, try communicating with them by asking "Did I understand you to say that you are having difficulty with your patient assignment?"

d. Clam

- Try to get them to open up by using open-ended questions and waiting very quietly for a response. Do not fill in their silence with your own conversation.
- Give yourself enough time to wait with composure.
- You can use the "friendly, silent stare," or FSS.
- Watch your own impulses – don't bubble over with happiness just because they have finally given you attention.
- You can say, "This was important to me. I'm not going to let this issue drop. I'll be back to talk to you tomorrow at 2." Don't be the nice guy.
- Be very direct and tell them what you are going to do, especially if the desired 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.

For example, offer free counseling services for nurses to utilize so they are able to get things off of their chest. Another example could be starting meetings where nurses of the same unit can attend.

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
By asking the Charge Nurse if they would be able to care for the new admission from the ED since I already have a heavy workload.

b. Collaboration

By asking the Charge Nurse if they would be able to admit the new patient from the ER, but then I would take care of the patient.

c. Compromise
By asking the Charge Nurse if they would be able to take one of my patients from the workload so that I could do the new admission.

d. Avoidance
By not bringing up the problem of the heavy workload and the new admission to the Charge Nurse.

e. Competition
This would be if I had asked the Charge Nurse if they could do something about the heavy workload, but then they told me that it was my job and I had to do it.

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.