

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

You would keep your fear/anger under control so there is no confrontation between the two. Do not allow yourself to be ran over and stand your ground confidently. Try to sit and talk with them if possible.

b. Sniper

You want to obtain group information or denial. You want to ask a question like “Are other people seeing the issue this way?”

c. Constant Complainer

Try to understand them at first. Then try and move into problem solving mode and try and ask questions that are specific or informative.

d. Clam

Read their nonverbal communication the best you can and then try and ask them open ended questions and wait for their answer.

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.

I think one of the best ways that a unit director could offset or reduce this problem would be to offer training that educates employees about burnout and compassion fatigue and then also how to recognize the symptoms or when intervention is necessary.

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

You would ask the charge nurse to make some accommodations for the unit at whatever expense that may be because if this cannot be accommodated then a serious disruption could occur (too many patients to manage).

b. Collaboration

You would express a high level of concern for the issue and work with the charge nurse together and what the best way forward for everyone involved would be.

c. Compromise

This recognizes the importance of the problem but also the coworker relationship so working with the charge nurse to see what options may be available, and you should accept the solution even if it is a temporary one.

d. Avoidance

You would simply just avoid going to the charge nurse about the issue and will result in frustration and stress.

e. Competition

You would be shut down by the charge nurse and they would use their power to not help find a resolution for the problem for you.

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.