

**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
  - a. Keep fear and anger under control
  - b. Avoid confrontation about who is right and wrong
  - c. Defend yourself without fighting
  - d. Seek support when needed
  - e. Be rude when needed to get a word in
  - f. Get the person to sit down and maintain eye contact with them while stating opinions and perceptions assertively
  - g. When they finally hear you, be ready to be friendly
- b. Sniper
  - a. Expose their attacks ex. “Did you really mean it that way?”
  - b. When snipers are giving criticism, obtain group confirmation or denial
  - c. Prevent sniping by setting up regular problem-solving meetings with that person
- c. Constant Complainer
  - a. Listen to the complaints and acknowledge them
  - b. Check that you understand them by paraphrasing or checking the perception of how the person feels
  - c. Do not agree with the complainer, but ask very specific and informative questions
  - d. Encourage them to submit their complaints in writing
- d. Clam
  - a. Try to read their nonverbals – specifically watch for wrinkled brows, frowns, sighs
  - b. Get them to open up by using open ended questions and wait for a response quietly
  - c. Avoid filling silence with conversation
  - d. Use the friendly, silent stare – using an inquisitive, expectant expression with raised eyebrows wide eyes, and a slight smile

- e. When clams open, be attentive and watch your impulses, avoid an overly polite ending
- f. Be direct and tell the clam specifically what you will do

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.

Recharging at a retreat or creating a “stress-free zone”. A unit director could create a specific area within the department if they have space, they could make coloring pages available along with comfier chairs to give staff a space to relax. If there is no space available, the director could make staff locker rooms a stress free zone by not allowing report to be given in these spaces, providing coloring pages or snacks.

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

In accommodation, the charge nurse would assign the new admission and maybe one of the patients from the nurse to another nurse. This way, the nurse’s patient load is lessened but the charge nurse is showing preference to that nurse.

b. Collaboration

In collaboration, the charge nurse would assign the new admission to another nurse. This way, the nurse is still able to manage their patient load and the new admission is able to be seen by another nurse.

c. Compromise

In a compromise, the charge nurse would assign another nurse to assist with the new admission but the patient load and the new admission will stay with the same nurse.

e. Avoidance

In avoidance, the nurse would not approach the charge nurse with the issue that they have too large of a patient load to take a new admission.

f. Competition

In competition, the charge nurse would make the nurse take the patient load in addition to the new admission and explain that it is because more senior nurses deserve a break.

***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.*