

**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

~One needs to stand up for themselves such as if there is ever a disagreement going and you feel offended or by words being used it does not mean to get physical but to say how you feel and let the other party know. Do not allow them to be little you and make you feel less than them. If I feel as if they need a moment to recollect themselves and they aren't making the work environment safe I will sit them down and state how I feel assertively and forcefully.

b. Sniper

~If a sniper tries to give criticism about one, I will try to get more information from other people to see if they validate what the sniper said. I would also try to rephrase a sentence to make sure they know I am seeking clarification such as "Exactly what is the issue here?". I will try to coordinate regular problem solving meetings with that person.

c. Constant Complainer

~To deal with a constant complainer I won't shut down what they have said but acknowledge it. I won't completely agree with what they have to say but instead try and find ways to problem solve. If the person feels as if they are overworked then I would try and step in with what they need help with.

d. Clam

~With a clown I will be observant of their verbal cues since this would be where I would draw to help communicate with them. I will try and sit their in

silence after asking a question to try and give them time to answer. I will use open ended communication and give them a friendly stare such as having wide eyes, raised eyebrows, and a slight smile.

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.

-The employer can implement debriefing for staff following any traumatic event such as after doing CPR on someone or a patient passes away talking about the patient and how this experience might have made them feel.

-Employer can direct management to monitor workloads. This can be done to see nurse to patient assignment and possibly try and see if there could potentially be any struggle with the amount of workload placed on a nurse or viewing each patient individually and not seeing them as a nurse because some patients may be critical than others and require more assistance from the nurse.

-The employer can host a peer support group and this may facilitate communication amongst coworkers and have the employer see how much the staff truly needs.

-Employer should allow management to empower staff. The director should show appreciation for each employee and host something outside of work to try and acknowledge the work the employees put in for the company.

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

-A way that I would use accommodation would be to try and ask for help when needed but also ultimately having to take care of the patient regardless of having a busy patient load already.

b. Collaboration

-A way that I would use collaboration would be by speaking to the charge nurse and letting them know that I can take care of the patient but if there was a possibility of they can try to get someone to come in due to the busy patient load and help can be utilized in any way.

c. Compromise

-A way that I can compromise in this situation would be by telling the charge nurse that I can take this patient tonight if that means I don't get them back the next day or if I can be the first person on low census if needed.

d. Avoidance

-In avoidance I would not say anything and just go ahead and take the patient load that is assigned to me.

e. Competition

-I would use competition in this situation that if in order to come back in tonight I will need to have a different patient assignment or ultimately I will be calling out.

***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.***