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

Building trust, normalizing their feelings, empower with autonomy

Build trust by asking about their day-to-day life and what has been weighing on them. Normalize their feelings by letting them know it is okay to feel this way, and that you are there for them. Empower them with autonomy by asking what they think would help them at this time of compassion fatigue.

b. Sniper

Respect their space and independence, be direct but not judgmental, provide options not mandates, and provide evidence-based approaches

Acknowledge their need for space, but offer support in a way that does not infringe upon it. Instead of ignoring the problem and trying to figure out a way to discuss it, approach them directly about it with a calm tone. Give them different options regarding self-care that they can do, rather than stating that then need to do something. Finally, give examples that there is research that support ideas such as taking short breaks or deep breathing can help decrease compassion fatigue.

c. Constant Complainer

Acknowledge and validate their feelings, set boundaries around complaints, encourage self-care, and redirect focus to positive aspects

Avoid fueling complaints with agreement, instead steer the conversation toward constructive discussions. Encourage venting in appropriate settings,

such as debriefing or support groups rather than during work. Recommend counseling or employee wellness programs. Shift the conversation to positive moments by asking what good things happened today rather than always focusing on what went wrong.

d. Clam

Create a safe space, use open-ended questions, encourage non-verbal coping strategies, lead by example

Avoid pressuring them to open up, and let them know you are available to help them whenever they are ready. Avoid using questions that can be answered in a simple yes or no, and try to ask questions that allow them to express their feeling a little bit more. Suggest activities that do not require talking such as going for a walk, listening to music, or even writing in a journal. Model healthy stress management techniques, and show them it is okay to express emotions and talk about how they are feeling.

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.

One of the ways to help reduce the risk of compassion fatigue would be to create a self-care idea collection. This is a list of ideas that you think would help you make time for yourself, and "reset" in a way. A Unit Director could help orchestrate this by doing a couple simple things. The first idea I had would be putting a list of self-care activities within the staff areas, such as the bathrooms or breakroom. This might help to give the staff ideas that they could choose from to do as part of their self-care. The other thing would be to create groups or activities that the staff would be able to participate in outside of the workplace to help decrease stress and fatigue and have some fun. These could include going bowling, spa days, or even just doing out for a nice dinner.

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

Instead of resisting or pushing back, accept that you need help. This shows that you know your limitations, and do not want to put your patients at risk. Approach an experienced nurse with respect and openness to seek help. This allows you to have an opportunity to learn. Finally, accept constructive feedback and learn from

it. If an experienced nurse suggests using a different approach to manage your workload, be open to accepting that and trying it out.

b. Collaboration

Acknowledge the issue and involve the entire team. Rather than struggling silently, bring up the issue in a constructive way. This invites teamwork, rather than just asking for help of one person. Suggest ways to reorganize responsibilities without shifting all of your work onto others. Collaboration means working together, not just pushing all your work onto others. Utilize delegation by asking an UAP for help doing tasks that they are qualified to do.

c. Compromise

Rather than just asking for help doing tasks, offer an exchange of tasks such as doing an extra set of vitals, or help with pt education in exchange with another nurse helping you out with your workload. Prioritize the most important tasks. There are some tasks and patients that are more of a priority than others, and doing this promotes patient safety while helping to keep your workload realistic.

d. Avoidance

Try to minimize engaging unproductive complaints. You might not be the only one working on the floor that is overwhelmed by the heavy workload, and some may be complaining about it. Rather than taking part in this, try to suggest ways to help those that are also overwhelmed by suggesting ideas to decrease workload. Avoid taking on extra responsibilities beyond your already overwhelming workload. This allows you to avoid unnecessary work without direct confrontation.

e. Competition

Advocate for yourself firmly with your supervisors. If you are constantly getting unmanageable assignments compared to your peers, directly address the issue with the charge nurse or manager. Try to set clear boundaries on additional tasks. If you are asked to help with other tasks from other nurses while you are trying to manage a heavy workload, it is important to stand your ground and stand up for yourself by telling them you cannot help with that task right know.

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.