

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 - Give the person time alone to decompress. You want to address the person by their name and get your point across without causing a scene. May have to be mindful of PTSD. A quiet and low stimuli place may be beneficial to speak with them. Want to give them your undivided attention and also be mindful of your body language.

b. Sniper – May have to be mindful of PTSD. Don't ambush the person. Be clear on what you are saying. A quiet and non-stimulating place may be best to talk with them. Want to give them your undivided attention. Be mindful of your body language.

c. Constant Complainer – Pull the person aside and see why they are a constant complainer. Here them out to see what they are struggling with. The person may want to feel heard and acknowledged.

d. Clam – A low stimuli place may be beneficial since a clam is used to a lower pitched environment. Give your undivided attention and sit near the clam.

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.

Knowing your limits and start saying “No.” Taking on extra tasks takes on more responsibility which that leads into more stress. By setting limits can help prevent compassion fatigue because you know what you are assigned to do and you didn't agree on taking on more responsibilities. A unit direction wants to prevent compassion fatigue by being *aware* of the symptoms (fatigue, headache, short tempered). A U.D wants to find *balance* in their life and work. Creating balance is taking time for yourself and doing self-care. The last way is having *connections* with team work.

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

Low assertiveness, high cooperativeness. Want to put the patient needs over your own and being cooperative with your team members.

b. Collaboration

High in both assertiveness and cooperativeness. Such as finding a middle ground where both parties make concessions. Asking for help from your coworkers for when you are busy with another task. You want to work together with your team towards a common goal.

c. Compromise

Moderate in both assertiveness and cooperativeness. Seeking a resolution that fully satisfies everyone. Want to find the middle ground of being assertive in what you need done (such as delegation) and being cooperative with PCNA's. Ex. PCNA's can obtain vital signs. Such as when a nurse has down time, they can help patients with ADL's.

d. Avoidance

Low in both assertiveness and cooperativeness. With drawing from the conflict or delaying addressing it. Using time management skills with doing the highest priority tasks first. This can help with time management.

e. Competition

Highly assertive, low cooperative – pushing for your own needs with little regard for the other party.

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.