

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. I wouldn't allow myself to be run over, instead stand up for myself. Being assertive and possibly rude may be your best bet in stopping the Sherman tank in their own tracks. While maintaining eye contact state your point with clear statements.
- b. Sniper
 - a. I would approach the Sniper after a undercut comment and question them on their actual intent behind the statement. Caching them off guard to the question they may back down and become friendly. At this point, I would continue the conversations friendly as well unless they made another snarky comment.
- c. Constant Complainer
 - a. I would openly listen to their complaints before speaking in order to make them feel heard. When responding I would simply repeat what they said to make them feel heard and take away the need for them to keep complaining about the same topic because they think I already understand where they are coming from.
- d. Clam
 - a. I would start with simple conversation maybe about something they are doing, or asking if they need help with any tasks if available. Try to get them to open up to conversation with open ended questions so they can't just respond with a yes or no statement. If they didn't seem interested in the conversation then I would leave them alone, but let them know I'm here if they need anything.

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 way a Unit Director can reduce the risk of compassion fatigue with the staff is to help task with patients when you see the staff is busy, ask if they need to check up on patients for vitals, blood sugar, hourly rounds, etc. A big thing is actually helping staff members instead of just letting them know you are there if needed.

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 this situation I would choose peace and then ask other members of the staff or charge nurse to help check in on my patients while I'm busy with my new admission. I would first check with other floor nurses and if they aren't available then I would call the charge nurse to come help.

b. Collaboration

I would ask the charge RN to help with my patient load if other RN on the floor aren't able to. This would be temporary until I got everything in order for my new admission.

c. Compromise

I would be more than happy to get a new admission as long as it is still safe for my other patients. If my other patients were stable and won't need anything for the next hour or so then the Charge Nurse or other staff may not need to step in.

e. Avoidance

a. If the other patients were unstable and I felt that it was unsafe for them and the care they need while I'm busy then I would refuse the admission because the possibility of error or harm to other patients. Patient safety comes first.

f. Competition

a. If a different patient to nurse ratio needed to be set then I would advocate for not only myself, but for all patients. I can understand everyone is busy with their own tasks but a small change in patient ratios or switching patients can make a big difference in the day and decrease the risk of injuries/mistakes.

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.