

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: **In managing interactions with this type of individual, I would prioritize maintaining composure to prevent conflict. While remaining calm, I would ensure that I assert myself when necessary, communicating my perspective respectfully, especially given their tendency to believe they are always correct.**

b. Sniper: **In addressing this type of individual, I would approach their criticism with a calm and composed demeanor, seeking clarification by asking questions such as, "It seems like you're making light of the situation, could you clarify?" Additionally, I would proactively arrange problem-solving meetings to foster constructive dialogue and prevent potential conflicts.**

c. Constant Complainer: **For this type of person it's essential to listen with understanding while also establishing firm limits to prevent encouraging negative behavior. Providing helpful solutions or steering their attention towards patient care can assist in changing their perspective and promoting a more positive atmosphere.**

d. Clam: **When engaging with this individual, it's important to encourage openness by asking thoughtful, open-ended questions. Using nonverbal cues, such as maintaining eye contact with a slight smile and raised eyebrows, can signal attentiveness. If they do not respond, calmly express the importance of the conversation and let them know you will revisit the topic later to ensure it is addressed.**

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.

Create a welcoming and supportive atmosphere where team members can share their experiences and talk about the emotional effects of their jobs. Offer training to inform employees about burnout and compassion fatigue, helping them recognize the signs and

adopt preventative strategies. In addition, guarantee an equitable assignment of caseloads, especially for difficult cases, while acknowledging staff contributions and providing flexible working hours to encourage a healthy balance between work and personal life.

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: **This situation could be managed by the charge nurse assisting with the admission while I focus on catching up with my other patients, or vice versa. In such instances, it is important for team members to step in and support each other, even if it may lead to temporary discomfort, to ensure the workload is balanced effectively.**

b. Collaboration: **In this situation, I would approach the Charge Nurse and explain my concerns about being unable to manage both my current patient load and the new admission effectively. I would suggest collaborating to find a solution, such as reassigning a patient to another nurse or having the Charge Nurse help with the admission while I continue caring for my current patients. By working together, we can ensure all patients receive the attention they need while maintaining a manageable workload for everyone.**

c. Compromise: **I would discuss my concerns with the Charge Nurse, explaining that my current patient load is heavy, and suggest a compromise where I take on the new admission while receiving help with some of my other patients. This approach allows for patient care to be prioritized without overwhelming me, balancing the workload more effectively**

d. Avoidance: **In this situation, I would choose not to request assistance from the Charge Nurse to prevent potential conflict. I recognize that this scenario could result in an unfavorable outcome for both parties involved.**

e. Competition: **In this situation, I would approach the Charge Nurse for assistance, understanding that it may not be feasible due to staffing constraints. As a new graduate nurse, I recognize that reassign my patients may not be the most appropriate solution, given the potential impact on the team's workload.**

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.