

**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:** For a Sherman Tank, I would step aside. I would try to put a stop to them trying to “run me over” but if they continued, I would allow management to step in. I would listen to what they are trying to say and allow myself to step into their shoes and try to reason with them. I will continue to stay strong and attempt to get my point across with a strong manner.

b. **Sniper:** If I would come across a sniper, I would be direct with them. If I feel they are making sly comments to me or about me, I will directly ask them to elaborate what they mean because they sound as if they are being rude. If a group is involved, I will try to get a general consensus about how everyone feels about the topic at hand.

c. **Constant Complainer:** I would listen to what this person has to say and try and understand it by repeating it in my own words. I would not agree with what they are saying, but acknowledge that this is important to them and how they feel. I would ask them very specific questions about the problem at hand to try and get as many details as possible. I would then try to come up with a compromise and help them through whatever seems to be troubling them.

d. **Clam:** I would start communication with a clam by reading their non verbal language. If they seem frustrated, I would want to try and establish what may be causing the problem. I will try to make my non verbal language open and interested in what they have to say. I will ask them open ended questions to allow them to speak what is on their mind. If they decided to open up, I will ensure them that this situation was important to me and it will be dealt with.

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.

“Share the caseload among team members, particularly the most difficult cases.”

I feel it is common that a lot of health care workers feels that management only appears on the floor when State is present or there is a situation. A Unit Director could help support their staff all year by scheduling a couple days every so often to work as extra support on the floor. They could take on some of the tasks that may be troubling nurses or attempt to handle difficult clients that seem to be causing the staff frustration.

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: I would just accept the patient and ask for help when I can. This would prevent a potential conflict with the Charge Nurse or other nurses.
- b. Collaboration: I would talk to other nurses in my unit and ask them if they would be able to take one of my patients and/or working together and sharing the workload. I would suggest this to the charge nurse when finding someone agreeable.
- c. Compromise: I would suggest the charge nurse giving the assignment to another nurse with a lesser load and in return, I will take on any extra tasks that would help the charge nurse or another nurse.
- d. Avoidance: I would take on the patient on top of my workload already and not say anything and try to continue working.
- e. Competition: I would bring my situation up to the charge nurse and ultimately it would be up to the charge nurse and if they will allow for a change in assignment.

***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.***