

**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: You may need to get their attention in a more forceful way, by getting in their way a little. You could pull up a chair and ask them to sit please. More direct way. You would maintain good eye contact with them. You would need to be more direct with your own opinions. For example if you did not agree with a way they provided care, maybe you could give an example of the standard and ask why they chose not to follow that. Be direct but friendly, offer very direct conversation but smile also or make a small joke. Don't argue or put them down stick to factual information.

b. Sniper: Asking if I am making a correct observation of frustration. Talk them regularly and ask how they are doing. Seek them out, do not let them just continue to sneak below the radar. Speaking to them in private may be more appropriate.

c. Constant Complainer: Listen and acknowledge their concerns. So not apologize, offer factual conversation. Offer solutions to a problem, maybe more than one solution so they don't feel you are so defensive about their concerns. Let them know that you value their concerns.

d. Clam: Observe nonverbal cues. Offer them time to speak or think about their responses. They may not have a response right away. Offer open ended questions. If they are not open to the conversation, perhaps another time. But be clear that your time is valuable, and you would like solve the issues at hand.

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 an open environment where employees have a venue for mutual support. You could plan an outing at a local place perhaps a coffee shop that is cozy, potentially with

some private space. You could schedule these activities on a couple different days and times to allow all staff to come if they wish. This would be a non-paid event but would give staff the time to talk amongst themselves and offer support to each other.

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: You may have to try to get yourself ahead and accommodate your time to permit the time you will need for the new admission.

b. Collaboration: talk with the PCT's and possibly delegates some. Tasks, such as just checking in on the new patient for any immediate needs that the nurse may be needed for. Alert the charge nurse and make sure they are aware of your current workload.

c. Compromise: Perhaps seeing if someone with a lighter load can take one of your easier patients. Or see if you would be able to get more caught up and take the next admission.

d. Avoidance: Making it known what kind of situation you are in. Not allowing everyone to just make it impossible for you to do your work. Speaking up, standing up for what is safe.

e. Competition: Perhaps a competition against yourself and while the situation seems impossible come up with a plan to come out on top. It may feel impossible but with the right mindset and the right plan you may be able to get what needs done timely and surprise yourself.

***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.***