

**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)

**Sherman Tank**

- Do not allow yourself to be run over, step aside
- Stand up for yourself. Defend yourself but without hurting. Seek support when warranted
- Give such a person a little time to run down and express what they might be ranting about
- Sometimes it is necessary to be rude; get in your word in any way you can
- If possible, try to get the person to sit down. Be sure to maintain eye contact with him or her while you state your opinions and perceptions forcefully and assertively
- Do not argue or try to cut down the person
- When he or she finally hear you, be ready to be friendly

**Sniper**

- “Smoke them out” ask very calmly questions
- Obtain group confirmation or denial

**Constant Complainer**

- listen to the complaints, acknowledge them, and make sure you understand what the person said by paraphrasing it or checking out your perception of how the person feels
- Do not agree with the person. It is important to move into a problem-solving mode by asking very specific, informative questions and encouraging him or her to submit complaints in writing

**Clam**

- Read their nonverbal communication watch for a wrinkled brow, a frown, or a sigh
- Try to get them to open-up by using open-ended questions and waiting very quietly for a response

- Do not fill their silence with your own conversation
- Give yourself enough time to wait with composure
- Use the “friendly silent stare,” or FSS by having a very expectant expression on your face with raised eyebrows, wide eyes, and a smile – all nonverbal cues that you are waiting for a response
- When they do open-up be attentive
- Watch your own impulses – do not bubble over with happiness just because he or she has finally given you two moments of attention
- Avoid the polite ending but rather be very direct and tell them what you are going to do especially if the desired discussion did not occur

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.

- Offer training that educates the employees about burnout and CF and how to recognize the symptoms
- The Unit Director could bring in Compassion Fatigue specialists to a staff meeting

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, the RN could put their own concerns aside and let the charge nurse have their way of assigning you this admission

b. Collaboration

- In this situation, the RN could discuss her concerns with the charge nurse about not being able to manage the patient load she has in addition to this admission. They could agree to divide the care in half with the admission or share the workload among team members

c. Compromise

- In this situation, the RN could compromise with the charge nurse about assigning the admission to another RN given that there is a heavy workload, and you are a new graduate

d. Avoidance

- In this situation, the nurse could avoid addressing her concerns about not being able to manage the workload and have higher levels of stress

e. Competition

- In this situation, the RN must compete with the charge nurse about assigning this admission to another RN

***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.*