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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 – if a team member is rude to you for a minor inconvenience you could stand your ground and call out their behavior in a professional way. For example, you could respond with, “I apologize for the inconvenience however I will not tolerate the disrespectful behavior, you may reach back when you are ready to have a respectful conversation.”

b. Sniper – if a member of your team makes a comment about your work that can have a demeaning undertone, call out the behavior in front of others. Say, “it sounds like you are making fun of me, are you?”

c. Constant Complainer – if a member of the team seems to be making a lot of complaints, don’t agree with them, go into a problem-solving stance at the situation. Offer the team member assistance if you’re able to ask, “what task can I do for you to help you complete your tasks?”

d. Clam – when someone seems to be ignoring you or clamming be persistent. Look at them with inquisitive expressions and don’t fill the silence with more input from yourself. When they do offer input listen and do not interrupt. If you do not get a response don’t let it settle, state that the issue is important and precisely when you will return to talk about it again.

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.

Reducing compassion fatigue can be as simple as increasing self-care time and activities. To support this the unit director could set up a whiteboard in the locker room with sticky notes that have self-care activities on them that nurses and staff could take to do. The

activities could include buying yourself a craved lunch, trying out a face mask, reading a new book, making your favorite meal, scheduling a massage, going for a nature walk, or scheduling a movie night or date night with your partner.

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 scenario the charge nurse would not give me the admission and give it to someone else. This would be beneficial to me but would put someone else at a higher patient nurse ratio, potentially with even more patients than I would have had with the admission.

b. Collaboration – during collaboration methods I could express my concerns with the current situation and ask for assistance from the charge nurse or ask if she could assign an LPN to help with my current patients while I focus on the new admission.

c. Compromise – you could compromise in this situation by asking the charge nurse to either help with medications or change a wound dressing for you while you set up the new admission or ask them to complete the admission assessment while you finish tasks with the other patients.

d. Avoidance – in avoidance related to this situation you would either avoid the new admission until your other patients are stabilized or avoid your patients until the new admission is settled.

e. Competition – compare how you are doing and mention another nurse that may not be struggling. Use the fact that you are a newer nurse and need more time to be able to complete so many tasks at once.

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.