

**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
  - a. I would give that person some time to talk about what they are going through at that time. I would also not try to argue with them when I am trying to give them any advice. Generally, these people can forget they are confiding in you about something, and you may need to be a little rude in order to get a word in so you can actually have a conversation with them.
- b. Sniper
  - a. A good way to deal with someone like this is to have group confirmation in order to prevent anymore unwanted jabs. You can also set up one on one meetings to talk with this person as to prevent these comments from occurring.
- c. Constant Complainer
  - a. These people are always complaining, but never actually doing anything positive to solve what it is they are upset with. A way you can deal with these people is by offering them ways to help and trying to work around the complaining and move on to problem solving.
- d. Clam
  - a. A good way to deal with these types of people is by essentially giving back to them what they are giving you. These “clams” become silent and will not respond to you no matter what, so it is good to give them space and let them know through smiles and facial expressions that they can talk when ready. Be very attentive when they do talk, but do not give in to them right away.

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.

A way to offset/reduce the risk of compassion fatigue in staff includes taking days off. I think that sometimes healthcare workers need an extra day off in order to deal with their own stressors going on within them. We spend most of our days caring and worrying about others, so we often forget we are also people who need care too. Ways that a unit director can accomplish this is possibly by being willing to understand their staff needing time off related to stress and work. Offering vacation time that can be used to reset mentally can be beneficially by allowing your staff to come back to work eager and happy thus resulting in improved patient care.

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:

- I. Accommodation
  - a. In this situation I would make accommodations and state that my workload is too heavy and suggest someone else take the patient so that way I can manage the ones that I have.
- II. Collaboration
  - a. In this situation, I do take this patient but the charge nurse states she is able to give me some assistance to make sure that I get on okay with my heavy workload.
- III. Compromise
  - a. In this situation, I decide to take the patient but only if the charge nurse will remove a patient from my care and hand them off to another nurse so I can ensure proper care to this patient.
- IV. Avoidance
  - a. In this situation, I am going to be very upset with my charge nurse and refuse to take report as to annoy her because she is giving me a new patient with an already heavy load.
- V. Competition
  - a. In this situation, the charge nurse tells me that because I am a new grad that I have to learn to handle a heavy load of patients and that I need to take this patient in order to learn.

***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.***