

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 place your answers to the following questions in the Z-Chapter 13 dropbox by 0800 on 2/2/2026.

Mr. Jian Chen, a 68-year-old Chinese immigrant, is admitted to the hospital for post-operative recovery following colon surgery. He speaks limited English and relies on his adult daughter, Mei, to interpret during his stay. Mr. Chen follows traditional Chinese medicine practices and expresses concern about taking certain prescribed medications, especially opioids, fearing dependency and imbalance in his body's "qi." He requests herbal tea and acupuncture as part of his recovery process.

1. Before providing care to Mr. Chen, what actions should the nurse take to ensure culturally competent care?

2. What communication strategies should the nurse use to ensure Mr. Chen feels respected and understood?

3. If Mr. Chen refuses a medication due to cultural beliefs, how should the nurse respond?

4. Mr. Chen's daughter insists on performing a traditional healing ritual at his bedside, which conflicts with hospital policies. Which conflict resolution technique would best resolve this situation and why?

During a multidisciplinary team meeting, one of the nurses expresses frustration, stating:

"This is a hospital, not an herbal clinic. We should be focusing on evidence-based medicine, not accommodating every cultural whim."

Mei overhears this comment and becomes upset, requesting a meeting with the nurse manager to express concerns about cultural insensitivity.

5. What actions should the nurse manager take in response to Mei's concerns?

6. What are potential consequences of the nurse manager avoiding this conflict?

7. How can healthcare professionals contribute to fostering an inclusive and culturally respectful environment?

In order to receive full credit (1H 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.