

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?

The nurse should look into the religion to see what she can do to help give care according to traditions. She should also follow up with the doctor to make sure he has the knowledge about the culture they want to follow and prescribe what the patient is comfortable with.

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

The nurse should use therapeutic communication, also when the daughter is not there, they have an interpreter to interpret what is being said. The nurse should also make eye contact with patient and not the interpreter when communicating.

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

The nurse should respond with an understanding response and communicate with the patient if there are other medications that they use in their culture. Also get ahold of the provider to see if any medications that are similar will fit with her culture. Also, the nurse will give education on why this medication is important to take.

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?

The conflict resolution that would work best is compromise. This would help the patient follow the policy but be able to provide the patient with some type of ritual to help her heal.

It would not be the healing ritual that the patient wants but we could come up with an agreement to make something she is comfortable with happening while in the hospital.

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?

The nurse manager should respect Mei’s concerns and listen to what she has to say. The nursing manager should then go to the nurse and talk with her how it is very inappropriate to talk like that and explain how everyone’s life comes with different beliefs and as a nurse you have to respect that.

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

Some potential consequences would be the patient going up to a higher demand with her concerns, the high level of staff finding out that the nurse manager did not do anything and get a write up. It could cause a bad review on the hospital. It could cost her job as a manager.

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

Having an understanding that people will have different beliefs, and it is important to respect them. They can have alternative care plans to help follow tradition and beliefs to comfort the patient. They can just be aware of the different cultures and be ready to treat them as needed if a patient were to come in.

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.