

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?

Before providing care, the nurse should make sure that he/she is aware of their own beliefs and biases, avoid stereotypes, effectively listen to patient without interruptions, respect cultural beliefs, provide an interpreter to better communicate and understand patient's needs and wishes.

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

The nurse should be actively listening to the patient during communication, make sure that he/she is both verbally and nonverbally showing validation in what the patient is saying, make sure that they have open body language.

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

The nurse should acknowledge the patient's cultural beliefs and educate the patient further on the importance of the use of the medication as well as the possibly consequences of refusing the medication and then allow the patient to decide whether or not they still wish to refuse the medication. If the patient does still wish to refuse the medication the nurse must then make sure to document the refusal and that he/she provided education on the importance of the medication, etc.

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?

I think that collaboration would best resolve this situation because in this technique the needs of both parties are taken into consideration and a way to agree on goals is formed that way both ends of the transaction are beneficial for both parties. The nurse can care for the patient in a way that does not infringe on hospital policies but also possibly switch up the care plan so that it aligns more with the patient's cultural practices.

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 acknowledge Mei's concern and apologize for the situation and ask if there is anything that he/she can do to make the situation better. The nurse manager should then go speak with the nurse who made the comment and remind the nurse that it is important to evaluate their biases and beliefs and make sure that they do not let them conflict with the care that they provide to the patients.

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

Some potential consequences of the nurse manager avoiding this conflict are the patient and family becoming angry and the situation escalating. It could lead to legal issues because the patient and family could decide that they would like to sue the hospital or nurse for cultural insensitivity, incompetence or discrimination. It could also lead to negative reviews by the patient and family that would reflect badly on the hospital as a whole.

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

Healthcare professionals can contribute to fostering an inclusive and culturally respectful environment by always remembering and reminding others to be self-aware and self-reflective, communicating effectively and appropriately, making themselves available when needed, and asking for patient feedback so that things can be improved and changed if needed.

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.