

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 for Mr. Chen, I would make sure that I get an interpreter if Mei is not present. I would also make sure I am aware of his cultural practices or beliefs before I provide care, so that I am respectful and honor his wishes. I would also try to educate Mr. Chen when it is appropriate but also include his practices in his plan of care. I can also review hospital policies regarding herbal remedies and therapies related to his wishes.

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

Some communication strategies I can use are professional interpreters as I mentioned previously. I should address my speaking and attention to Mr. Chen directly, not the interpreter or Mei. I can also have Mr. Chen repeat back to me what I said, to make sure he is understanding correctly. If he states his beliefs, I should respond unbiasedly and respectfully. I can also print out any educational topics in his native language to make sure he is fully educated and made aware of what is happening during his treatment.

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

If Mr. Chen refuses a medication, I should accept his refusal and document it accordingly. I can ask him open ended questions on why he may feel like he doesn't want the medication and educate respectfully where it is applicable. I can also search for alternatives that will coincide with his cultural beliefs. I should also communicate this refusal to the HCP.

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?

As a nurse, I would use collaboration techniques. I would meet with Mei privately in a calm setting, explain why it is against hospital policies, and collaborate with her on figuring out what we can and cannot do. I'd see if we can modify this ritual in any way that it doesn't conflict with hospital policies. We can provide Mei with privacy, and time to do these rituals that aren't against policy when she wants.

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 make Mei feel like she is listened to and respected, and that her concerns are heard. The nurse manager should apologize for the insensitive comment made by the other nurse. To go further, the nurse manager can hold a staff meeting to educate on culturally competent care and address the nurse that made that comment separately on why that was not appropriate.

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

If the manager avoids this conflict, it can create a culture of continuous microaggressions in the workplace. Staff may think making comments like this are acceptable. This may also lead to loss of trust from the patients, as their concerns aren’t listened to, and they may feel unsafe. This can lead to complaints about the hospital staff, and low patient satisfaction.

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 avoiding stereotypes and making assumptions about the client. They can also do self-reflection of any of their own biases and beliefs, so they can put them aside. Healthcare professionals can also attend frequent training or education sessions that provide how to give culturally competent care. They should always make the patient feel respected and listened to.

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.