

## Conflict Management: Z- CH. 13

### ONLINE CONTENT (1.5H)

**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 Unit 2: Z-CH # 13 drop box by 0800 on Feb. 3, 2020.**

***In order to receive full credit (1.5H class time) for this assignment, it must be completed in its entirety by the due date/time assigned. Any assignment not completed in its entirety will result in missed class time.***

1. You have recognized one of your co-workers is suffering from Compassion Fatigue. Discuss specific ways you would deal with this person if they were:

(Provide specific examples and techniques)

- a. A Sherman Tank- I would deal with this type of person by doing my very best to keep my anger and fear under control. I will defend myself without fighting and seek support/help when it is necessary.
  - b. A Sniper- When dealing with this type of person I will ask calmly, “That sounded like a put down, do you really mean that?” “Do I understand that you don’t like what I am saying? It sounds as if you are making fun of me. Are you?” I will also obtain group confirmation or denial.
  - c. A Constant Complainer- I will confirm their complaint, listen to them thoroughly and go into problem solving mode. Without necessarily agreeing with the person, I will see what I can do to help.
  - d. A Clam- I will use open ended questions to try to get these people to open up. It is helpful to use the friendly, silent stare while not using your own conversation to fill the silence. Do not be the nice guy.
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.

I think a great way to reduce the risk of compassion fatigue is with debriefing. We learned to debrief after every clinical in nursing school and we should carry that on into the real world. As nurses we deal with very traumatic situations, like the death of a person, a rape victim, gun shot wounds etc. If we made debriefing mandatory for every nurse it could really help reduce compassion fatigue. Also, seeking counseling when needed can be necessary too.

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:

a. Accommodation- In this situation I would ask the charge nurse to give the new admission to another nurse. This could easily cause conflict among the staff because I am putting my workload on someone else.

b. Collaboration- I would ask the charge nurse to give the new admission to someone else. I would explain that I am feeling very overwhelmed and do not want the patient to suffer because I am overwhelmed. Once I get more experience, I would be happy to take on this workload.

c. Compromise- I would ask the charge nurse to start the admission with another new grad while I finished other tasks with other patients. This way, the other new grad gets some experience and I had time to finish other things before finishing the admission.

d. Avoidance- I would not express my feelings to the charge nurse on how I felt very overwhelmed with the workload. This only makes things very difficult for me and my patients. I would continue to feel extremely stressed and this puts me at a higher risk for making mistakes or not getting all of my assignments done.

e. Competition- In this situation the charge nurse would tell me I have to take on the new admission because it is my job.