

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- Depending on what was said you could verify if the comment was a put down if they meant it that way? Ask if your understanding them correctly?
 - b. A Sniper- Ask questions or make statements to the entire group. For example, you could ask does anyone else see the issue that way and set up regular problem-solving meetings with that person.
 - c. A Constant Complainer- Ask very specific questions and encourage the person to submit their complaint in writing offer a solution.
 - d. A Clam- Try to get them to open up by using open ended questions and waiting very quietly for a response. Practice the friendly silent stare and let them know this topic is important to you and you would like to hear what they have to say.
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.

One way a unit director could reduce the risk of CF is to create an open environment where employees have a venue for mutual support. The director could set up a weekly or monthly evening meeting We are employees are encouraged to talk about how they are personally affected by their work.

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- Did you graduate would accommodate the charge nurse and end up feeling resentful.
- b. Collaboration- I as the new graduate would discuss with the charge nurse the situation, why it is a problem, and together we would re-examination and look for an agreeable way to solve it.
- c. Compromise- the Situation Would be a compromise if a bargain took place. For example, the charge nurse may say get started on the admission and I will send someone to help you finish it.
- d. Avoidance- When practicing avoidance, you would not discuss your time constraint with your charge nurse and it would leave you both feeling frustrated and angry. It is important to discuss the problem after emotions have cooled.
- e. Competition- This tactic is based on power and although they may work hard in the long run you'll find that they are uncooperative. For example, I as a new graduate nurse mea seem as though I am working hard in the Admission when my productivity is not high because subconsciously I'm uncooperative.