

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- It is important to keep fear and anger under control. You must give time and space in order to let them express what they are ranting about. You must defend yourself without causing a fight and being sure to stand up for what you believe is right. Maintain eye contact as you state your opinion and perceptions.
 - b. A Sniper- Obtain group confirmation or denial. Be direct in confrontation of clarification. Setting up regular problem-solving meetings to better understand. Ask questions or make statements.
 - c. A Constant Complainer- Listen to the person and reiterate what they are saying by paraphrasing what was said. Acknowledge their feelings and offer problem solving methods by asking very specific informative questions.
 - d. A Clam- try to read nonverbal communications. Just because they aren't saying much doesn't mean you must fill in the silence with your own thoughts. Be attentive when the person does respond. Use the "friendly, silent stare," in order to get them to respond.
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.

Rewarding effort of employees is important not only for the individual, but also for the team. Employers are usually very quick to tell you what you did wrong or to point out a mistake. Rewarding effort and recognizing when a job is well done encourages the workers to take pride in their accomplishments and also helps them have satisfaction in

their work. If a worker is happier with how they are viewed on the team, they are less likely to develop compassion fatigue.

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 – this is a “lose-win” situation. If using accommodation, I would express my concern that the patient load is too much for me to take an admission at this time. I would ask that the charge nurse accommodate my feelings and allow me to refuse the admission.

b. Collaboration- this is a “win-win” situation. This strategy involves confrontation and problem solving. I would discuss the assignment with the charge nurse and voice my concerns about taking another admission. I would be assertive in raising my concerns and ask the patient to be assigned to another staff member. I could also work together with her to let her know when I was able to pick up another patient once I feel more comfortable.

c. Compromise-this is a “modified win-lose” outcome. If using compromise, the solution may not be completely satisfactory to either party. I could ask that the charge nurse assist me in caring for my patient load while I did the new admission, or ask the charge nurse to care for the admission until I was able to manage all patients.

d. Avoidance- this is a “lose-lose” situation. If using avoidance, I would not voice my concerns. I would take the admission but avoid being around the charge nurse to get report on the patient or to be around when the patient arrived. This would be unsafe and unprofessional, not resolving the conflict.

e. Competition-this is a “win-lose” situation. Force or use of power is a factor. If using competition, I could voice my concern but the charge nurse could “overrule” me and state that I had to take the patient because she gets to assign the admission due to her position.