

### **Conflict Management: Z- CH. 13**

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-Give the person time to express how their feeling, do not argue with the person or try to cut them off. When they want to hear what you are saying then they will come back to you.
- b. A Sniper-Try to set up problem solving with this kind of person.
- c. A Constant Complainer-Listen to their complaints and acknowledge them. Ask them if there is something that you can do to help them out.
- d. A Clam-Be very direct with them. They will refuse to respond to you, try to read their nonverbal communication. If they open up to you, be attentive.

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.

Encouraging self-care, ways to accomplish this are eating healthy, good sleep habits, and taking sufficient breaks at 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-You could talk to the charge nurse and let her know your concern about the workload and if she could give the admission to another nurse that has a lighter assignment.
- b. Collaboration-If you do not have help from your coworkers then you are not working well with the team.
- c. Compromise-If you do not request help with your workload, you are compromising the health of your patients due to safety.

d. Avoidance-I would ask my coworkers for help with my patient workload, by avoiding asking for help you could cause harm to your patients.

e. Competition-The charge nurse could tell you that is your assignment and there is nothing she can do about it. That might cause conflict between the two of you, because she has more power.