

1. Define these 6 conflict resolution strategies:

- A. Compromise: is when two sides find a middle ground and agree to make compromises in order to get to a mutually agreeable conclusion.
- B. Competing: Taking unfair advantage of the other party in order to gain an advantage. It is sometimes referred to as the "win-lose" strategy.
- C. Cooperating/Accommodating: In order to sustain a relationship or maintain harmony, cooperating or accommodating requires one side to be prepared to concede to the other party's demands.
- D. Smoothing: In order to preserve a pleasant connection, smoothing involves downplaying or minimization of the differences between the parties.
- E. Avoiding: staying away from or delaying the dispute in order to stop it from getting worse.
- F. Collaborating: Working together to discover a solution that satisfies everyone's demands is referred to as collaborating. Another name for it is the "win-win"

2. Describe the 5 steps of the MORAL Decision-Making Model.

- Define the problem or dilemma.
- Identify the moral considerations involved.
- Analyze the situation using ethical principles.
- Identify alternative courses of action.
- Make a decision and act on it.

Using these steps outline, a clinical situation that a nurse may encounter in their professional practice that may require them to utilize this model.

- The patient's resistance to therapy is the issue.
- Autonomy and beneficence are the relevant moral factors.
- The nurse must evaluate the circumstance using moral standards like beneficence and autonomy.
- Alternative strategies must be determined by the nurse, such as speaking with the patient's family about the problem or requesting a court order for treatment.
- In the patient's best interest, the nurse must decide and take action.