

Instructions

Answer one (1) from a total of three (3)

All questions carry 100 marks each

Question 1

1a. Popular opinion in our society States that the conflict is bad and should be avoided. On contrary, conflicts in organization are a natural and desirable element an team, and when managed effectively they are extremely valuable.

i) State and explain at least (five) 5 reasons why conflict is of value to nursing practice, citing examples where necessary (25)

ii) Discuss five (5) strategies of how you can effectively manage conflicts in your organization (25)

iii) Explain the role of a nurse manager in conflict resolution (10)

1b) Highlight the barriers/challenges you might anticipate as a nurse manager during delegation and how you would attempt to mitigate them (20)

1c) Critique the five (5) types of power and how they are used in nursing. Give examples where necessary (20)

Question 2

2a) You have been invited to school of nursing to facilitate a lecture on organizational change.

i) Provide a detailed explanation on organizational change using Mckensey 7s model (25)

ii) Giving tangible examples in nursing practice, highlight and explain six (6) key steps to effective organization change management (20)

iii) Is there a room for Kurt Lewin change model in nursing? Support your answer (20)

2b).

i) In your own understanding define communication (5)

ii) Suggest five (5) ways how health professionals should communicate without violating patient's confidentiality (25).

2c). Critique the role of a student nurse during Ward management (fourth) assessment (5)

Question 3a

Among its devastating effects the COVID 19 pandemic, had caused burnout syndrome on nurse managers.

i) Highlight and explain five (5) time wasters that manager might anticipate during resuscitation of a COVID 19 patient (25)

ii) Describe the practical steps that you would take to prevent time wasters during resuscitation (25)

3b

i) In your own understanding provide a detailed explanation why situational leadership is of importance to nursing (20)

ii) Suggest three (3) leadership styles and give practical examples on how they be used effectively in nursing (20).

3c). Critique the importance of planning in nursing (10).