



# Activity 4.1.2 Conflict Prevention Strategies

## Learning Materials

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# 1. Trainer Input (Concise Presentation Content)

**Slide / Handout Title:** *Preventing Conflict in Care Relationships*

Conflict prevention is a **core element of quality care and collaboration.**

Within the FairCare approach, prevention is achieved through:

**Clear and respectful communication**

**Inclusive participation in decision-making**

**Recognition of roles and responsibilities**

Preventive practices contribute to:

**Building trust and mutual understanding**

**Reducing misunderstandings and emotional tension**

**Promoting shared responsibility in care processes**

Evidence from FairCare highlights that a lack of communication and unclear roles are key triggers of conflict

## 2. Group Work Prompt (Work sheet Section)

**Title:** *What Helps Avoid Conflicts in Care Relationships?*

In your group, discuss the following question:

➔ *What helps prevent conflicts between caregivers and other stakeholders in care settings?*

### **Instructions:**

- ✓ Identify practical strategies based on your experience or observations.
- ✓ Write each idea clearly on a separate sticky note.
- ✓ Focus on actions that promote:
  - Cooperation
  - Respect
  - Clarity
  - Inclusion

# Conflict Prevention Checklist (Final Output)

**Title:** *FairCare Conflict Prevention Checklist*

Based on the group discussion, consolidate key points into a shared checklist:

- ✓ Use clear, respectful, and accessible communication
- ✓ Practice active listening and acknowledge different perspectives
- ✓ Define roles and responsibilities clearly
- ✓ Ensure transparency in decisions and care processes
- ✓ Involve all stakeholders, including the person receiving care
- ✓ Share information consistently and in a timely manner
- ✓ Recognize and address emotional stress early
- ✓ Promote a culture of mutual respect and collaboration

# Key Takeaway (Closing Statement for Participants)

Conflict prevention is a **collective and continuous process**.

Effective collaboration in care depends on:

- **Communication**
- **Trust**
- **Shared responsibility**

Applying preventive strategies supports **inclusive, person-centered, and sustainable care relationships**.