

# 4.1.1 Collaborative Analysis of Real-Life Scenarios

## Learning Materials

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# 1. Case Study Cards (Print / Digital)

## Scenario 1: Communication Breakdown

Maria, an older person receiving care at home, feels her caregiver does not listen to her preferences for daily routines. Under time pressure, the caregiver follows a fixed schedule without consulting Maria. Maria becomes frustrated and stops expressing her needs.

Guiding Questions:

1. What type(s) of conflict are present?
2. What are the possible causes?
3. How could this situation be improved in line with FairCare principles?

## Scenario 2 – Role Conflict Between Caregivers

A family member (informal caregiver) disagrees with a professional caregiver about the best way to support a person in need of care. The informal caregiver feels excluded from decision-making, while the professional caregiver feels their expertise is not respected.

Guiding Questions:

1. What type(s) of conflict are present?
2. What are the underlying causes?
3. How can cooperation be strengthened?

## **Scenario 3 – Emotional Stress and Misunderstanding**

A person in need of care expresses frustration in a harsh tone because of pain and fatigue. The caregiver interprets this as personal criticism and responds defensively, creating tension.

Guiding Questions:

1. What type(s) of conflict are present?
2. What emotional factors contribute to the conflict?
3. What strategies could help de-escalate the situation?

## **Scenario 4 – Cultural and Communication Differences**

A caregiver and a care recipient come from different cultural backgrounds. Differences in communication styles and expectations lead to misunderstandings and discomfort in daily interactions.

### **Guiding Questions:**

1. What type(s) of conflict are present?
2. What are the contributing factors?
3. How can inclusion and mutual understanding be promoted?

## 2. Conflict Identification Sheet (Worksheet)

**Title: Analysing Conflicts in Care Settings**

| <b>Scenario</b>   | <b>Type(s) of Conflict (✓)</b>                                                                                                                               | <b>Causes</b> | <b>Possible Solutions</b> |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------|
| <b>Scenario 1</b> | <input type="checkbox"/> Interpersonal <input type="checkbox"/> Emotional<br><input type="checkbox"/> Role-related <input type="checkbox"/><br>Communication |               |                           |
| <b>Scenario 2</b> | <input type="checkbox"/> Interpersonal <input type="checkbox"/> Emotional<br><input type="checkbox"/> Role-related <input type="checkbox"/><br>Communication |               |                           |
| <b>Scenario 3</b> | <input type="checkbox"/> Interpersonal <input type="checkbox"/> Emotional<br><input type="checkbox"/> Role-related <input type="checkbox"/><br>Communication |               |                           |
| <b>Scenario 4</b> | <input type="checkbox"/> Interpersonal <input type="checkbox"/> Emotional<br><input type="checkbox"/> Role-related <input type="checkbox"/><br>Communication |               |                           |

## 3. Group Presentation Prompt Card

Each group presents briefly:

- ✓“In our scenario, the main conflict type is...”
- ✓“The key causes we identified are...”
- ✓“We suggest the following solutions...”
- ✓“These solutions reflect FairCare principles by...”

# Key Concepts Handout (Short Reference)

## Types of Conflict in Care Settings:

**Interpersonal conflict:** disagreements between individuals

**Emotional conflict:** stress, frustration, unmet emotional needs

**Role-related conflict:** unclear roles or expectations

**Communication conflict:** misunderstandings or lack of information

## Common Causes:

Miscommunication

Emotional stress and fatigue

Lack of participation in decision-making

Unclear expectations

## FairCare Principles Applied:

**Respect:** acknowledging each person's voice

**Inclusion:** ensuring participation of all stakeholders

**Cooperation:** promoting shared understanding and teamwork

**Self-determination:** supporting autonomy of the person in need of care