

Activity 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

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