

4.1.3 – Understanding Ways to Escalate and Resolve Conflict

Learning Materials

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1. Scenario Card (for Demonstration / Role-Play)

Title: Conflict Escalation in a Care Setting

A person in need of care requests assistance earlier than scheduled. Under time pressure, the caregiver responds briefly and continues with their planned routine. The person insists more firmly, expressing frustration. The caregiver becomes defensive and raises their tone. The interaction escalates, leaving both individuals feeling misunderstood and disrespected.

Follow-up Prompt:

1. How does this situation escalate?
2. At which points could the conflict have been prevented or de-escalated?

2.Group Work Sheet

Title: Responding to Conflict at Different Stages

Stage of Conflict	What is happening?	How could you respond?	Expected Outcome
Latent Stage			
Emerging Stage			
Escalation Stage			
Crisis Stage			

Instructions:

- ✓ Discuss in your group how the conflict develops.
- ✓ Identify appropriate responses for each stage.
- ✓ Focus on prevention and de-escalation strategies.

3. Group Discussion Prompt Card

Each group shares:

- ✓“At this stage of conflict, we would respond by...”
- ✓“This helps prevent escalation because...”
- ✓“The most effective strategy in our view is...”

Conflict Escalation Stages Handout

Title: Understanding Conflict Escalation

Typical Stages of Conflict

- ☐ Latent Stage (Hidden tension)
 - ❖ Unmet needs, unclear expectations, or stress factors
- ☐ Emerging Stage (Disagreement appears)
 - ❖ Different views or needs are expressed
- ☐ Escalation Stage (Emotional reaction)
 - ❖ Frustration, defensive behavior, stronger language
- ☐ Crisis Stage (Breakdown of communication)
 - ❖ Conflict intensifies, cooperation stops

Resolution Techniques Handout

Title: *Key Conflict Resolution Strategies in Care Settings*

Practical Techniques

- **Active listening:** understanding the other person's perspective
- **Calm communication:** maintaining a respectful tone
- **Clarifying needs:** expressing expectations clearly
- **Empathy:** recognizing emotions and stress factors
- **Pause and reflection:** allowing time before responding
- **Collaborative problem-solving:** finding solutions together