

4.2 Solution and Reflection

Learning Materials

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Annex 1 – Note Cards

(Activity 1: Sharing Experiences)

Use 2–3 cards per participant. Allow 5–10 minutes for individual reflection, then share in small groups. These cards support the expression of experiences and feelings, with optional prompts for needs and communication.

Card 1 – My Experience

1. What happened?
2. Where were you?
3. Who was involved?
4. Keywords: experience | situation | people

Card 2 – My Feelings

1. How did you feel?
2. What emotions did you have?
3. What made you feel this way?
4. Keywords: feelings | emotions

Annex 1 – Note Cards

(Activity 1: Sharing Experiences)

Card 3 – My Needs (optional)

1. What did you need at that moment?
2. Did you feel understood?
3. What would have helped you?
4. Keywords: needs | support

Card 4 – Communication (optional)

1. Were you able to express yourself?
2. Did someone listen to you?
3. What made communication easy or difficult?
4. Keywords: communication | listening

Annex 2 – Case Study Cards (Activity 2: Finding Solutions Together)

Use these case study cards in small groups. Participants discuss each situation focusing on the problem, possible reasons, and solutions.

Case Study 1 – Not Being Heard

Situation: Maria tries to explain how she feels, but the carer is always in a hurry and does not listen.

Questions:

1. What is the problem?
2. Why is this happening?
3. How might Maria feel?
4. What could help in this situation?

Annex 2 – Case Study Cards (Activity 2: Finding Solutions Together)

Case Study 2 – Lack of Choice

Situation: John is not asked about his daily routine. Others decide for him.

Questions:

1. What is the problem?
 2. Why is this happening?
 3. How might John feel?
- What could improve this situation?

Case Study 3 – Communication Difficulty

Situation: Anna has difficulty expressing herself. People often misunderstand her.

Questions:

1. What is the problem?
2. What are the reasons?
3. What support could help?

Annex 2 – Case Study Cards

(Activity 2: Finding Solutions Together)

Case Study 4 – Feeling Ignored

Situation: During conversations, people talk about Peter instead of talking to him.

Questions:

1. What is the problem?
2. Why is this difficult?
3. What could change?

Case Study 5 – Asking for Help

Situation: Sofia needs help but feels uncomfortable asking for it.

Questions:

1. What is the problem?
2. What are the possible reasons?
3. What could help Sofia feel more comfortable

Annex 3 – Reflection Prompts (Activity 3: Reflection Circle)

These reflection prompts are used by the trainer during the reflection circle. Participants sit in a circle and respond orally. Encourage respectful listening and sharing.

Prompt 1 – Learning

1. What did we learn today?
2. What was the most important idea for you?

Prompt 2 – Useful Ideas

1. Which idea or discussion was most useful?
2. Why was it important to you?

Annex 3 – Reflection Prompts (Activity 3: Reflection Circle)

Prompt 3 – Personal Experience

1. Did something remind you of your own experience?
2. Would you like to share it?

Prompt 4 – Application

1. How can this help you in real care situations?
2. What could you do differently?

Prompt 5 – Personal Action

1. What is one thing you will remember from today?
2. What will you try to do in the future?

Annex 4 – Evaluation Form (People in Need of Care)

Part 1 – Quick Feedback (Oral)

- One thing I learned today: _____
- One thing I found useful: _____

Part 2 – Written Feedback

Please rate the session (1–5):

The activities were useful ☐1 ☐2 ☐3 ☐4 ☐5

I felt comfortable sharing ☐1 ☐2 ☐3 ☐4 ☐5

I learned something new ☐1 ☐2 ☐3 ☐4 ☐5

I felt heard and respected ☐1 ☐2 ☐3 ☐4 ☐5

Annex 4 – Evaluation Form (People in Need of Care)

Open Questions:

1. What did you like most?

2. _____
What could be improved?

3. _____
What will you do differently after this session?

Part 3 – Trainer Observation (for internal use)

Participation ☐ Communication ☐ Confidence ☐ Engagement ☐

Part 4 – Exit Question

1. What idea or solution will you remember from today's activity?