

Activity 4.1.1 Introduction to Conflict in Caregiving

Learning Materials

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1. Trainer Input (Concise Presentation Content)

Slide / Handout Title: *Introduction to Conflict in Caregiving*

Conflict is a **natural and inevitable element** of caregiving relationships.

It often arises due to:

- Differences in **roles and responsibilities**
- Diverging **expectations and perspectives**
- Challenges in **communication and coordination**
- Emotional stress and workload pressures

According to the FairCare approach, conflict should be understood as:

- A **learning opportunity**
- A pathway to **improve cooperation and mutual understanding**

Effective conflict awareness supports:

- Respectful collaboration**
- Shared responsibility**
- Person-centred care practices**

2. Participant Reflection Prompt (Worksheet Section)

Title: *Reflecting on Conflict in Caregiving*

Please reflect individually and then share voluntarily:

- ✓ Describe a situation where a conflict occurred in a caregiving context.
- ✓ Who was involved? (e.g., formal carer, informal carer, person receiving care)
- ✓ What do you think caused the conflict?
- ✓ How did the situation affect cooperation or communication?

3. Group Sharing Guide

Instructions for Participants:

- ✓ Share your example briefly (optional participation).
- ✓ Listen actively and respectfully to others.
- ✓ Identify similarities across experiences.

4. Synthesis Input (Trainer Summary Notes)

At the end of sharing, summarize:

Conflicts frequently emerge from:

- Unclear roles and responsibilities
- Insufficient communication
- Emotional and situational pressures

These findings reflect broader FairCare evidence, highlighting:

- The importance of **structured communication**
- The need for **inclusive collaboration among all stakeholders**

Link explicitly to FairCare principles:

- **Cooperation:** Working together across roles and perspectives
- **Shared responsibility:** Recognising that care outcomes depend on joint efforts

5. Key Takeaway (Closing Statement for Participants)

Conflict is not a failure, but a **signal for improvement**.

Understanding its causes is the **first step toward effective collaboration**.

FairCare promotes transforming conflict into:

- ✓ Dialogue
- ✓ Mutual respect
- ✓ Improved care quality