

Activity 4.1.4 Conflict in General-Conflict Dynamics

Learning Materials

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1. Trainer Input (Concise Presentation Content)

Slide / Handout Title: Understanding Conflict Dynamics in Caregiving

Conflict is a **dynamic process** that can develop and escalate over time if not addressed appropriately.

In caregiving contexts, conflict dynamics are often influenced by:

Stress and workload pressures

Emotional involvement

Communication breakdowns

Unclear roles and expectations

1. Trainer Input (Concise Presentation Content)

Typical stages of conflict development include:

Latent tension (underlying differences or concerns)

Emerging disagreement (differences become visible)

Escalation (emotions intensify, communication deteriorates)

Crisis or confrontation

Resolution or de-escalation

The FairCare approach promotes:

Early recognition of conflict signals

Respectful communication and empathy

Collaborative problem-solving and shared responsibility

2. Role-Play Scenarios (Worksheet Section)

Title: Exploring Conflict Dynamics through Role-Play

Scenario 1: Nurse – Family Member Disagreement

A nurse follows a structured care plan, while a family member insists on alternative practices based on personal beliefs. Communication becomes tense, and both parties feel unheard.

Scenario 2: Caregiver – Care Recipient Tension

A person receiving care refuses assistance with daily tasks. The caregiver insists on completing the tasks for safety reasons, leading to frustration on both sides.

Scenario 3: Team Coordination Conflict

Two professional caregivers disagree about task priorities during a busy shift. Miscommunication leads to duplication of work and increased stress.

3. Role-Play Instructions

For Participants:

Form small groups (3–4 participants).

Assign roles (e.g., caregiver, family member, People in need).

Act out the scenario, focusing on:

- ✓Communication style
- ✓Emotional responses
- ✓Behavior during the interaction

Observers:

- Carefully observe the interaction.
- Take notes using the observation template.

4. Reflection Questions (Post Role-Play Discussion)

For Group Reflection:

- ✓ What happened during the interaction?
- ✓ At which stage did the conflict escalate?
- ✓ What communication approaches were effective?
- ✓ What contributed to the escalation?
- ✓ How could the situation be de-escalated?
- ✓ What alternative strategies could improve the outcome?

Key Concept Summary

Conflict escalation is often linked to:

- Emotional reactions and stress
- Lack of active listening
- Assumptions and misinterpretations

De-escalation strategies include:

- Active listening and acknowledgment of perspectives
- Clear and respectful communication
- Focusing on shared goals in care
- Maintaining professional and relational boundaries

FairCare emphasizes:

- Empathy and mutual respect
- Collaboration between all stakeholders
- Person-centered conflict resolution approaches

Key Takeaway (Closing Statement for Participants)

Conflicts evolve through identifiable stages and can be **managed constructively**.

Awareness of conflict dynamics enables:

- ✓ **Early intervention**
- ✓ **Prevention of escalation**
- ✓ **Improved cooperation in care relationships**