

<b>Module 1 - Empathic interaction.</b>	Duration 3.5 hours	Participants: 2 groups of 16 participants each.
<p>Session 1.</p> <p>Icebreaker 1 aims to make the group warm up. People warm up to be together. Includes several sociograms (professional experience, experience in teamwork, etc.).</p> <p>Icebreaker 2. Warming up toward the topic and learning process.</p> <p>Working in small groups: "What is the most energy consuming aspect of my work? "</p> <p>A presentation on empathy, the need for it, and what role it plays for the mental well-being of caregivers.</p> <p>Marking the differences between cognitive and affective empathy.</p> <p>Working in Pairs - How Can We Demonstrate Empathy?</p> <p>Read and retrieve the most applicable behaviours.</p>	Duration 90 minutes.	Activities: Presentation, work in two groups; working in pairs with a learning partner, debriefing and discussion
Coffee break	20 minutes	
<p>Session 2.</p> <p>Warm up to a role play.</p> <p>Role Playing by Case 1.</p>	100 minutes	Activities: preparing to enter into a role; role play; debriefing and sharing.

<p>The activity game is performed first by a couple in front of the whole group, then practiced by all participants with a partner. The main focus of the game is to reverse roles, so that the participants can take on the role of the patient.</p> <p>The following debriefing focuses on the emotions the participants have experienced through being in the role of the patient.</p> <p>Module closure, by sharing personal experiences in similar situations and the potential use of empathic interactions.</p>		
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Module 2. Managing Conflict and Enhancing Self-Control in Conflict Situations.	Duration 3.5 hours	Participants: 2 groups of 16 participants each.
Session 1: Icebreaker 1. Warm up for the group process with a return to the emotions that the participant has experienced coming from the first module and those they experience coming from the second one (using a handout).	Duration 90 minutes	Activities: Icebreakers; working in small groups, individual assignment - associative technique; presentation

<p>2. Warm up toward the theme -a history to finish ... an individual icebreaker in which each participant completes a given story - an associative technique. Working in two groups: "The most common reasons for conflict with the patients and their relatives" - reading and discussing. Presentation: What puts us into conflict and what is "emergency mode" our reaction to it.</p>		
Coffee break	20 minutes	
<p>Session 2 Presentation of behavioral techniques for de-escalation of tension in conflict. Warm up for a role play. Role Playing - Case 2. In this case, the facilitator takes the role of a patient who behaves confrontationally, and each participant uses one of the learned techniques to de-stress the tension and to manage the potential conflict. The role plays are followed by debriefing and conclusions. Wrap up the topic - working in pairs with learning partner:</p>	100 minutes	<p>Activities: Role play and debriefing; presentation of techniques; work in pairs; final activity group (wrap up).</p>

<p>“What are the cross points of empathy and conflict management?”. The participants come to the conclusion that manifestations of empathy are often conflict prevention.</p>		
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