



Training packages for health professionals to improve access and quality of health services for migrants and ethnic minorities, including the Roma  
MEM-TP

## ***Training Unit: Intrapersonal skill development***

### ***Activity 4: Reflective Listening***

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Migrants & Ethnic Minorities  
Training Packages



Escuela Andaluza de Salud Pública  
CONSEJERÍA DE IGUALDAD, SALUD Y POLÍTICAS SOCIALES



SERVIZIO SANITARIO REGIONALE  
EMILIA-ROMAGNA  
Azienda Unità Sanitaria Locale di Reggio Emilia



JAGIELLONIAN UNIVERSITY  
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**Training Unit: Intrapersonal skill development**  
**Activity 4: Reflective Listening**

Duration: 40 minutes

Get into groups of three. Each member should play a different role: health professional, migrant or ethnic minority patient and observer.

- The person playing the role of a migrant or ethnic minority patient will have to explain a real or invented conflictive situation in the health service or a personal story about their health condition.
- The health professional will practice reflective listening.
- The observer must note all the positive and negative aspects related with the use of the technique.

If time permits, participants are invited to exchange roles so that each member of the group has the opportunity to experience each one of the three situations. Once finished, participants should:

1. Analyze what situation was easier to handle
2. Compare different perceptions