



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

Module 3: PROFESSIONAL SKILLS

Training Unit: Intrapersonal skill development

Activity 5: Confronting difficult situations and emotions (“Re-thinking”)

*Prepared by:
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Migrants & Ethnic Minorities
Training Packages



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Module 3: PROFESSIONAL SKILLS**Training Unit: Intrapersonal skill development****Activity 5: Confronting difficult situations and emotions (“Re-thinking”)**

Duration: 30 minutes

The activity consists on individual work and group discussion once task 2 is finished.

Task 1. Choose a difficult situation experienced at work where migrants or ethnic minorities were involved. Describe it and explain how you handled it, considering the emotions that you felt. You can use the template to record the information.

Description of the difficult situation:

Do you face this situation frequently? Yes _ No _

How often does it happen?

Once a day

Once a week

More than once a week

Once a month

Other

Why do you consider this situation to be difficult? Explain it by identifying three characteristics that make this a difficult situation for you:

1.

2.

3.

How did you handle the situation? What strategies did you use?

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How did you feel afterwards?

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How do you think that the patient felt afterwards?

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Task 2. Analyse the situation and then reconsider your thoughts and feelings by filling the following table.

Difficult Situation	Emotion (you can check the list of possible emotions on the next page)	Thought (write it literally)	New thought (re-think it) write it literally	New emotion (you can check the list of possible emotions on the next page)
		“	“	

Some feelings and emotions (by alphabetical order)

Abandonment	Admiration	Affection
Aggressiveness	Anger	Anguish
Annoyance	Anxiety	Apathy
Arrogance	Bitterness	Boredom
Calmness	Caution	Charmed
Concern	Confidence	Confusion
Curiosity	Decisiveness	Delight
Depression	Despair	Detachment
Determination	Disappointment	Discouragement
Disenchantment	Disgust	Displeasure
Distrust	Downheartedness	Dread
Elation	Embarrassment	Emotional fatigue
Emotional relaxation	Emotional tension	Emptiness
Energy	Enthusiasm	Envy
Esteem	Euphoria	Excitement
Exhaustion	Fascination	Fear
Feeling betrayed	Feeling capable	Feeling dominated
Feeling fortunate	Feeling hurt	Self-control
Fright	Frustration	Fullness
Fury	Grief	Guilt
Happiness	Happiness	Hate
Helplessness	Hope	Hostility
Humiliation	Impatience	Inconvenience
Indecision	Insecurity	Inspiration
Instability	Interest	Irritation
Jealousy	Joy	Love
Motivation	Nostalgia	Optimism
Pain	Panic	Passion
Patience	Peace	Perplexity
Pessimism	Pity	Placidity
Pressure	Pride	Rage
Rebelliousness	Regret	Rejection
Relief	Responsibility	Restlessness
Revenge	Sadness	Satisfaction
Security	Shame	Shyness
Slothfulness	Solitude	Sorrow
Surprise	Tearfulness	Temptation
Threatened	Timidity	Uneasiness
Unhappiness	Unrest	Vanity
Vitality	Warmth	Weakness
Weariness		