



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: Interpersonal skill development***

#### ***Activity 7: Conflict management***

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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  
MEDICAL COLLEGE

UNIVERSITY OF  
COPENHAGEN



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Please reconsider the difficult situation described in template of Unit 1 Activity 5: “Confronting difficult situations and emotions”. The, fill-in the new columns of the table below:

<b>Past Behaviour (describe it)</b>	<b>New Behaviour (describe it)</b>
“	“