

Module 3 Unit 4: Capacity-building for migrant sensitive health systems. Communication Skills

Optional Activity 2. Negotiation process

- Description: Self-reflection about the experience of participants in negotiation and collaboration processes to solve conflicts in their daily practice.
- Time: 15 minutes
- Method: Participants are asked to individually think of a situation they have experienced. They can fill-in the template (check-list of the steps to negotiate).

Negotiation process check-list:

Did you listen to the patient's demand or ask them to formulate it explicitly?	
Did you assume that everything was understood?	
Did you contribute with possible solutions to the problem and / or demand?	
Did you ask the patient about their purposes?	
Did you ask them why it was important for them?	
Did you respond to the patient's demand (totally or partially)	
Did you reject part of the demand? If so why?	
Was the patient committed to doing something in exchange?	
Did you close an agreement?	
Did you compliment the patient's attitude to create a positive reinforcement?	