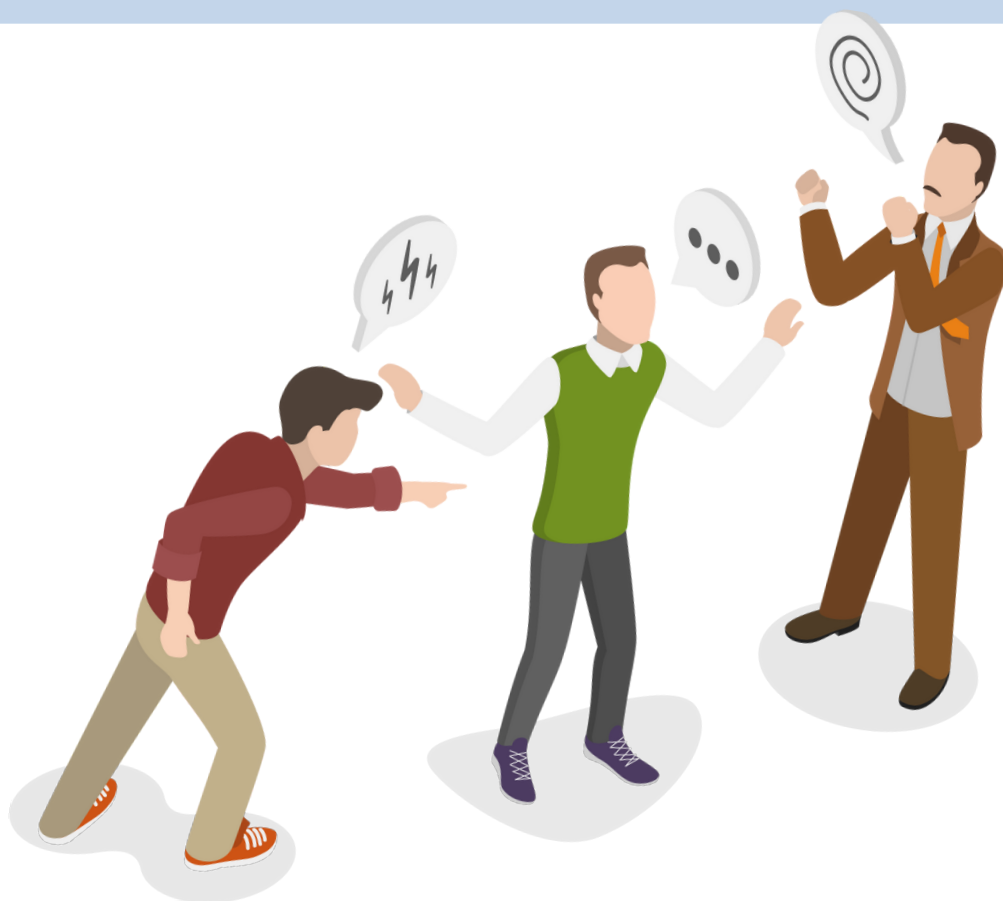


POSITIVE COMMUNICATION AND CONFLICT MANAGEMENT IN THE CLASSROOM



**Organisation ID:
E10384986**

 europexchangecentre

 EuropeXchange

 Torrox Costa, Malaga, Spain



www.europex-change.com



COURSE OVERVIEW

This course focuses on developing teachers' skills in managing conflicts and promoting positive communication with students. It provides practical strategies to handle classroom tension, misunderstandings, and behavioural challenges in a calm and constructive way. Participants will explore the roots of conflict, emotional triggers, and techniques for de-escalation and dialogue. Through simulations, role-play, and reflection, educators will learn to create a respectful classroom climate that supports cooperation, empathy, and mutual understanding.

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- To understand the causes and dynamics of conflict in educational settings.
- To develop communication and mediation skills for classroom situations.
- To learn strategies for preventing and de-escalating conflicts.
- To strengthen emotional intelligence and empathy in student interactions.
- To promote a positive, respectful, and inclusive classroom environment.



LEARNING OUTCOMES

After completing this course, participants will be able to:

- To understand the causes and dynamics of conflict in educational settings.
- To develop communication and mediation skills for classroom situations.
- To learn strategies for preventing and de-escalating conflicts.
- To strengthen emotional intelligence and empathy in student interactions.
- To promote a positive, respectful, and inclusive classroom environment.

DURATION:

5 Days

LANGUAGE:

English or Spanish

SCHEDULE:

Monday to Friday

09:30 – 14:30
5 hours per day

OTHER SERVICES

- Beach front accommodation
- Airport transfers
- Local transport
- One day trips
- Documentation support
- Additional project assistance

CERTIFICATES

A certificate of attendance will be issued to all the participants at the end of the course.

TRAINING ACTION

Day 1

Understanding Conflict in the Classroom

- Defining conflict and identifying its sources in education.
- The teacher's role in preventing and addressing conflicts.
- Common triggers of student misbehaviour.
- Building awareness through case studies and discussion.

Day 2

Emotional Intelligence and Communication Skills

- Developing empathy and emotional self-control.
- Active listening and assertive communication techniques.
- Understanding student emotions and perspectives.
- Practical exercises for non-violent communication.

Day 3

Strategies for Conflict Prevention and Resolution

- Classroom management and preventive approaches.
- De-escalation techniques and positive discipline.
- Mediation and restorative practices for teachers.
- Group role-play and feedback sessions.

Day 4

Promoting Cooperation and Respect

- Encouraging teamwork and peer support in the classroom.
- Creating classroom rules through student participation.
- Building trust and mutual respect among students.
- Reflection on real-life school experiences.

Day 5

From Conflict to Growth

- Turning challenges into learning opportunities.
- Designing a personal and school-level conflict management plan.
- Sharing best practices among participants.
- Reflection, evaluation, and certification ceremony.

*Please note that program content may be subject to change based on input from our trainers.



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Get in touch



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