

## COURSE SUMMARY:

The course is aimed at teachers (pre-school, primary, secondary, vocational, adult, special needs), teacher trainers, career coaches, and heads of educational institutions. During this course, participants will gain insight into and have the opportunity to practice multiple conflict management models. They will analyze their role in managing conflict as well as common sources of conflict to successfully resolve conflict situations.

By understanding the effect of communication styles in conflict situations, participants will work on enhancing their communication skills in the workplace, addressing, and managing conflict to ensure they maximize individual and team performance.

The participants will also have the possibility to network and share experiences with other European colleagues.

## TARGET GROUP(S)

- teachers (pre-school, primary, secondary, vocational, adult, special needs)
- teacher trainers, career coaches and staff in education
- adult learners

## DATES:

05.02. – 09.02.2024.  
 11.03. – 15.03.2024.  
 08.04. – 12.04.2024.  
 20.05. – 24.05.2024.  
 10.06. – 14.06.2024.  
 08.07. – 12.07.2024.  
 09.09. – 13.09.2024.  
 14.10. – 18.10.2024.  
 25.11. – 29.11.2024.  
 09.12. – 13.12.2024.

## PROGRAMME:

### Day 1:

09.00 – 10.30 | Presentation of the training institution, trainers and participants; Introduction to the program

10.30 – 10.45 | Coffee break

10.45 – 12.15 | The triangle of conflict

12.15 – 12.30 | Coffee break

12.30 – 14.00 | Common sources of conflict

14.00 | Free afternoon

### Day 2

09.00 – 10.30 | Conflict management models

10.30 – 10.45 | Coffee break

10.45 – 12.15 | The Thomas-Kilman Conflict Mode instrument

12.15 – 12.30 | Coffee break

12.30 – 14.00 | Conflict management strategies

14.00 | Free afternoon

### Day 3

09.00 – 10.30 | Importance of communication styles

10.30 – 10.45 | Coffee break

10.45 – 12.15 | Basic behavioural styles and conflict prevention

12.15 – 12.30 | Coffee break

12.30 – 14.00 | Use of persuasive language to resolve conflict

14.00 | Free afternoon

### Day 4

09.00 – 10.30 | Evaluating conflicts and determining resolution

10.30 – 10.45 | Coffee break

10.45 – 12.15 | Viable solutions for resolving problems

12.15 – 12.30 | Coffee break

12.30 – 14.00 | Conflict resolution tools

14.00 | Free afternoon

### Day 5

09.00 – 10.30 | Listening skills and open communication

10.30 – 10.45 | Coffee break

10.45 – 12.15 | Closing and evaluation of the course

12.15 – 12.30 | Coffee break

12.30 – 14.00 | Active listening techniques; Feedback methods

14.00 | Free afternoon