

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

## 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.

## TARGET GROUP(S)

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

## DATES:

13.01. – 17.01.2025.  
 03.02. – 07.02.2025.  
 10.03. – 14.03.2025.  
 31.03. – 04.04.2025.  
 19.05. – 23.05.2025.  
 23.06. – 27.06.2025.  
 21.07. – 25.07.2025.  
 22.09. – 26.09.2025.  
 20.10. – 24.10.2025.  
 24.11. – 28.11.2025.  
 15.12. – 19.12.2025.

## 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