








Conflict Management, Emotional Intelligence, and Bullying Prevention

By [Susan Gagliano](#)

Course details

-  One week course
-  Starting from 480€ (Cultural activities included)*
-  Min. 4 - max. 14 participants
-  Certificate of attendance included (80% of attendance required)
-  Available in [Barcelona](#), [Berlin](#), [Dublin](#), [Florence](#), [Split](#), and [Tenerife](#)

* A 60 € late registration fee will be applied if you register less than 8 weeks before the course start date.

Course description

This course has been created for teachers who want to understand group dynamics and how they affect the classroom. The tensions, alliances, and relational struggles among students can interfere with learning and create an unfavorable school environment.

Participants will learn about the various types of conflict and how to use them as an opportunity for growth. Through hands-on, practical activities that can be immediately used in the classroom, participants will increase their own ability to model and encourage active listening, empathy, and emotional literacy among today's students – and tomorrow's active citizens.

By the end of the course, participants will enjoy a greater awareness of their student's emotional needs and behavior and will have the skills to promote stronger classroom relationships and a more positive climate in school – for teachers and students.



Learning outcomes

The course will help the participants to:

- Conflict – causes, manifestations and how to turn it into a teaching moment;
- Practical approaches for incorporating conflict management into curriculum;
- Effective, practical communication tools for better school relations and community building;
- Emotional and social intelligence skills – how to enhance and foster them in yourself and others;
- Relational aggression and bullying – school-wide approaches for awareness and prevention;
- Hands-on, practical activities to favor well-being, group cohesion, and a sense of belonging in the school community.

Tentative schedule

Day 1 – Introduction to the course and to conflict management

Course introduction

- Introduction to the course, the school, and the external week activities;
- Icebreaker activities;
- Presentations of the participants' schools.

Introduction to conflict management

- Lesson and discussion about group dynamics, positive and negative outcomes of conflict, aggressive behavior, bullying, and various 'roles' played by group members;
- Hand-on activities to promote awareness.

Day 2 – Importance of teamwork

- Lesson and experiences regarding classroom cohesion, the importance of forming a 'team';
- Conflict as an opportunity for growth;
- Practical activities using course members as a model for understanding group dynamics.

Day 3 – Diffusing conflict

- Lessons and activities about empathy, active listening, and reformulation as powerful tools in diffusing conflict and strengthening relationships;
- Practical activities and role play.



Day 4 – Practical strategies for the classroom

- Lesson about strategies such as peer mediation, circle time activities, class diary, etc. and how to use them effectively in the classroom;
- Practical and experiential activities.

Day 5 – Overview

- Simulation of lessons by course members using tools and abilities for creating an emotionally caring environment;
- Group discussion.

Day 6 – Course closure and cultural activities

- Course evaluation: round-up of acquired competencies, feedback, and discussion.
- Awarding of the course Certificate of Attendance.
- Excursion and other external cultural activities.

*The schedule describes likely activities but may differ significantly based on the requests of the participants, and the trainer delivering the specific session. Course modifications are subject to the trainer's discretion. If you would like to discuss a specific topic, please indicate it at least 4 weeks in advance.

Our courses usually include two cultural activities. Further information is available on the webpage of each course location.

About the provider

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