

Dealing with Conflict in Education

Overview

Dealing with conflict in the education can be very challenging, in particular, dealing with parents. This course is aimed at all staff including office based, often front line staff, teachers, teaching assistants and key workers. It is suitable for staff in Nursery, Primary and Secondary education. The course allows delegates to learn to identify the source of the problem and generate possible solutions. The course also introduces communication methods designed to build the delegates confidence in dealing with conflict. It also provides delegates with an opportunity to develop a systematic approach to manage difficult and challenging behaviours.

Course Content

- The causes of conflict.
- Responses to conflict.
- Assertive Behaviours.
- Listening and questioning skills
- Case Study/Role Play.
- Implementation of skills.

