



# 8 PRACTICAL CASES IN CONFLICT MANAGEMENT IN THE CLASSROOM

## Objectives

The aims of the course are:

- Learn different tools and resources to solve and reduce conflicts
- Describe conflict situations in the classroom and how we can address them
- Apply techniques to solve practical situations in different contexts
- Reflect environmental circumstances that can affect divisiveness in the classroom

## Target Group

The training course is addressed to primary and secondary school teachers, VET teachers, VET trainers, adults' teachers, managers, and employees of enterprises as well as social and youth workers of non-profit organizations and public entities.

## Language of course

This course will be provided in English. The trainer has many years of experience working with students and teachers who do not speak English as their first language. The language level will be adapted according to the level of comfort of the participants.

## Methodology

This course starts from some previous definitions to continue reflecting on the most relevant aspects of the course to finish with its practical application in the classroom.

The approach used is highly practical and based on the previous professional experiences that trainer has been accumulating in this field. The methodology is mainly based on informal and non-formal education methods and has a very participatory approach.

It combines learning by doing methodologies with the transmission of contents and requires active participation in order to achieve the most satisfactory results. Participants will be also experiencing themselves and trying out some methodologies, by working in small groups.

## Program

Day 1 – 4 hours

Emotional Intelligence and Positive Discipline in conflict resolution

- Welcome meeting. Presentation of programme. Presentation of participants and sharing expectations
- Introduction to the course, presentation of participants and sharing expectations
- Definition of conflict
- Conflict resolution models



KA1 ERASMUS+ COURSES FOR TEACHERS AND TRAINERS  
8 PRACTICAL CASES IN CONFLICT MANAGEMENT IN THE CLASSROOM

- **Case Study 1:** Organization event conflict
  - Positive Discipline Tool
- **Case Study 2:** Student with no social skills
  - Emotional intelligence resources
  
- City tour in Valencia – 1 extra hour

Learning Outcomes:

- ✓ Learn emotional intelligence and positive discipline resources to manage conflicts

Day 2 – 4 hours

**Bullying, Cyberbullying and Special Needs**

- **Case Study 3:** Bullying conflict
  - Bullying and cyberbullying tips
  - Safe use of internet and social networking
- **Case Study 4:** Conflict with a special needs student
  - Special educational needs tools

Learning Outcomes:

- ✓ Establish a protocol in bullying and cyberbullying conflicts in schools

Day 3 – 4 hours

**Behavioral disorders and addictions**

- **Case Study 5:** Student with drugs consumption
  - Drugs consumption protocol in schools
- **Case Study 6:** Student with disruptive behavior
  - Didactic resources to prevent and solve behavioral disorders

Learning Outcomes:

- ✓ Understand how different addictions can affect students' behavior

Day 4 – 4 hours

**Design thinking in conflict resolution**

- **Case Study 7:** Conflict between mother/father and teacher
  - Mediation and other resources
- **Case Study 8:** Think about a conflict you may have in your school
  - Design thinking methodology to manage conflicts

Learning Outcomes:

- ✓ Synthesize any conflict situation using design thinking technique



KA1 ERASMUS+ COURSES FOR TEACHERS AND TRAINERS  
8 PRACTICAL CASES IN CONFLICT MANAGEMENT IN THE CLASSROOM

Day 5 – 4 hours

Professional visit, Evaluation, Certification and Farewell

- Visit to a school
- Evaluation and certification
- Farewell activity

Learning Outcomes:

- ✓ Foster intercultural exchanges between different cultures and countries
- ✓ Go deeper into how to give and receive feedback
- ✓ Engage in a process of self-reflection through open conversations and new cultural experiences

**Quality Commitment**

ESMOVIA, as course provider, commit to respect and follow the quality standards for courses under Key Action 1:

<https://erasmus-plus.ec.europa.eu/resources-and-tools/quality-standards-key-action-1>

**Fees**

Course fee: 423,50 €/participant VAT included. Possibility of invoicing 350,00 €/participant if sending organization has Intracomunitary VAT number. The price includes:

This amount includes:

- Preparation for the course
- Tuition
- Training materials
- Administration costs
- Organizational costs
- Professional visit to school
- City tour in Valencia
- Farewell activity

**Requirements**

Minimum of 8 participants. For smaller groups, contact us.

**Contact**

Clémence Hugon  
Groups Coordinator  
[hugon@esmovia.es](mailto:hugon@esmovia.es)

**ESMOVIA**  
Training and Mobility

C/ Pintor Martínez Cubells, 2, pta. 6  
46002 Valencia SPAIN  
[www.esmovia.es](http://www.esmovia.es)



KA1 ERASMUS+ COURSES FOR TEACHERS AND TRAINERS  
8 PRACTICAL CASES IN CONFLICT MANAGEMENT IN THE CLASSROOM

+34 963 38 46 20  
Skype: hugon\_19

**ESMOVIA**  
Training and Mobility

C/ Pintor Martínez Cubells, 2, pta. 6  
46002 Valencia SPAIN  
[www.esmovia.es](http://www.esmovia.es)