

Postgraduate Diploma
Classroom Conflict
Resolution Techniques





Postgraduate Diploma Classroom Conflict Resolution Techniques

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Global University
- » Credits: 12 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: www.techtute.com/us/education/postgraduate-diploma/postgraduate-diploma-classroom-conflict-resolution-techniques

Index

01

Introduction

p. 4

02

Objectives

p. 8

03

Course Management

p. 12

04

Structure and Content

p. 16

05

Methodology

p. 22

06

Certificate

p. 30

01

Introduction

Resolving conflicts that arise in the classroom is not always easy. In addition to the adult's willingness to help, intervention tools are needed to manage conflicts proactively, and this done by integrating the root causes that have generated the situation and analyzing the overall classroom climate. All this, with the aim of offering a way out of the situation that will provide more appropriate, empathetic and effective solutions and growth to students. This program is an exhaustive study process which compiles the tools that will boost your ability to perform at the highest level of effectiveness.





“

Being familiar with and knowing how to apply conflict resolution tools is one of the differentiating skills in a quality teacher"

This program offers a comprehensive view of classroom conflict resolution. A comprehensive study of how complex relationship situations are approached, including analysis of successful models. A learning process in which you will learn about tools, experiences and advances in this field, which have been guaranteed by the program's faculty, all of whom work in this field.

The skills that a mediator possesses are the same skills that the teacher must cultivate, in order to serve as a vehicle between the student and the learning process. The teacher's intention should be to encourage and facilitate this process, in order for students to achieve their objectives. Mediation in the educational system is an emerging element that strengthens communicative development and support systems among teachers and students, and which brings improved academic learning and balanced human growth by contemplating the relationships established in that environment.

The perspective, within the current educational paradigm, is that such action must be inclusive and based on a biopsychosocial model that considers attention to diversity from a comprehensive approach and is aimed at the entire educational community. Teachers at all educational stages and other professionals in both the educational and socio-health fields, need to know the characteristics of different students, how to identify their needs and possess the knowledge and tools that will allow them to intervene at a personal, socio-familial and, above all, educational level.

With this program, teachers will acquire skills to manage classroom conflict and diversity in the educational context, and to adjust attention to diversity and educational projects in their schools, while it will also enable them to create mediation plans for these centers.

This **Postgraduate Diploma in Classroom Conflict Resolution Techniques** offers you the characteristics of a high-level teaching program that uses the latest educational technology. These are some of its most notable features:

- ♦ The latest technology in online teaching software
- ♦ Intensely visual teaching system, supported by graphic and schematic contents, easy to assimilate and understand
- ♦ Practical cases presented by practising experts
- ♦ State-of-the-art interactive video systems
- ♦ Teaching supported by telepractice
- ♦ Continuous updating and recycling systems
- ♦ Autonomous learning: full compatibility with other occupations
- ♦ Practical exercises for self-evaluation and learning verification
- ♦ Support groups and educational synergies: questions to the expert, debate and knowledge forums
- ♦ Communication with the teacher and individual reflection work
- ♦ Access to contents from any fixed or portable device with an internet connection
- ♦ Supplementary documentation databases are permanently available, even after the program



Learn to be the trusted figure of the student body and the educational team in situations that require special handling, with this high-quality program"

“ *A practical and realistic program that will provide you with the tools you require to help your students, school staff and families move forward from conflicts in a positive and enriching way*”

Our teaching staff is made up of working professionals. In this way TECH ensures that it delivers the educational up-to-date objectives that it aims for. A multidisciplinary and specialized teaching faculty with extensive experience in different environments, who will develop theoretical knowledge in an efficient way, and, above all, bring practical knowledge derived from their own experience to the course: one of the differential qualities of this program.

This mastery of the subject is complemented by the effectiveness of the methodology used in the design of this course. Developed by a multidisciplinary team of *e-learning* experts, it integrates the latest advances in educational technology. In this way, you will be able to study with a range of comfortable and versatile multimedia tools that will give you the operability you need in your training.

The design of this program is based on Problem-Based Learning: an approach that views learning as a highly practical process. To achieve this remotely, we use telepractice: with the help of an innovative interactive video system and a *Learning from an Expert* approach, you will be able to acquire knowledge as if you were actually dealing with the situation you are learning about. A concept that will allow you to integrate and fix learning in a more realistic and permanent way.

A contextualized and authentic learning experience that will allow you to put your learning into practice through new skills and abilities.

Learn to make the classroom a place of development and growth by managing different contingencies skilfully and successfully.



02

Objectives

Throughout this Postgraduate Diploma, you will be able to follow a comprehensive path that will enable you to accomplish your objectives progressively and consistently. The purpose of this program is to make goals attainable, while also maintaining a high level of motivation to encourage growth and improvement from start to finish.





“

During this Postgraduate Diploma, you will acquire the ability to identify problematic situations and act on them in a professional manner"



General Objectives

- ♦ Identify students with characteristics that are compatible with behavioral and/or family difficulties and that may need mediation
- ♦ Use main evaluation instruments and specific criteria to complete the process of identifying specific educational needs that arise as a result of educational variability, and which may present behavioral problems
- ♦ Manage techniques and strategies employed in educational intervention, and for orienting responses to different situations in which behavioral problems emerge in the classroom
- ♦ Manage conflictive situations and maladaptive behavior in the classroom, and collaborate or promote integral programs and mediation plans within educational projects
- ♦ Value the active role of teachers in conflict resolution and mediation in the educational context
- ♦ Encourage habits and behaviors that promote coexistence at school
- ♦ Sensitise students about their active role and involvement in the recognition, avoidance and control of coexistence conflicts in educational centers
- ♦ Identify and confront problems that lead to intolerance and violence





Specific Objectives

Module 1. Teachers' Educational Styles

- ♦ Learn to establish win-win agreements
- ♦ Learn to specify the minimum requirements to be fulfilled
- ♦ Learn to make amendments for the pain caused

Module 2. Communication in Conflict

- ♦ Learn to communicate assertively
- ♦ Learn to connect with my basic limits in order to be respected
- ♦ Learn to set limits in a non-aggressive manner

Module 3. Ways of Expressing Reached Agreements

- ♦ Learn agreement expression techniques
- ♦ Develop creativity
- ♦ Learn to actively enjoy the end of conflicts



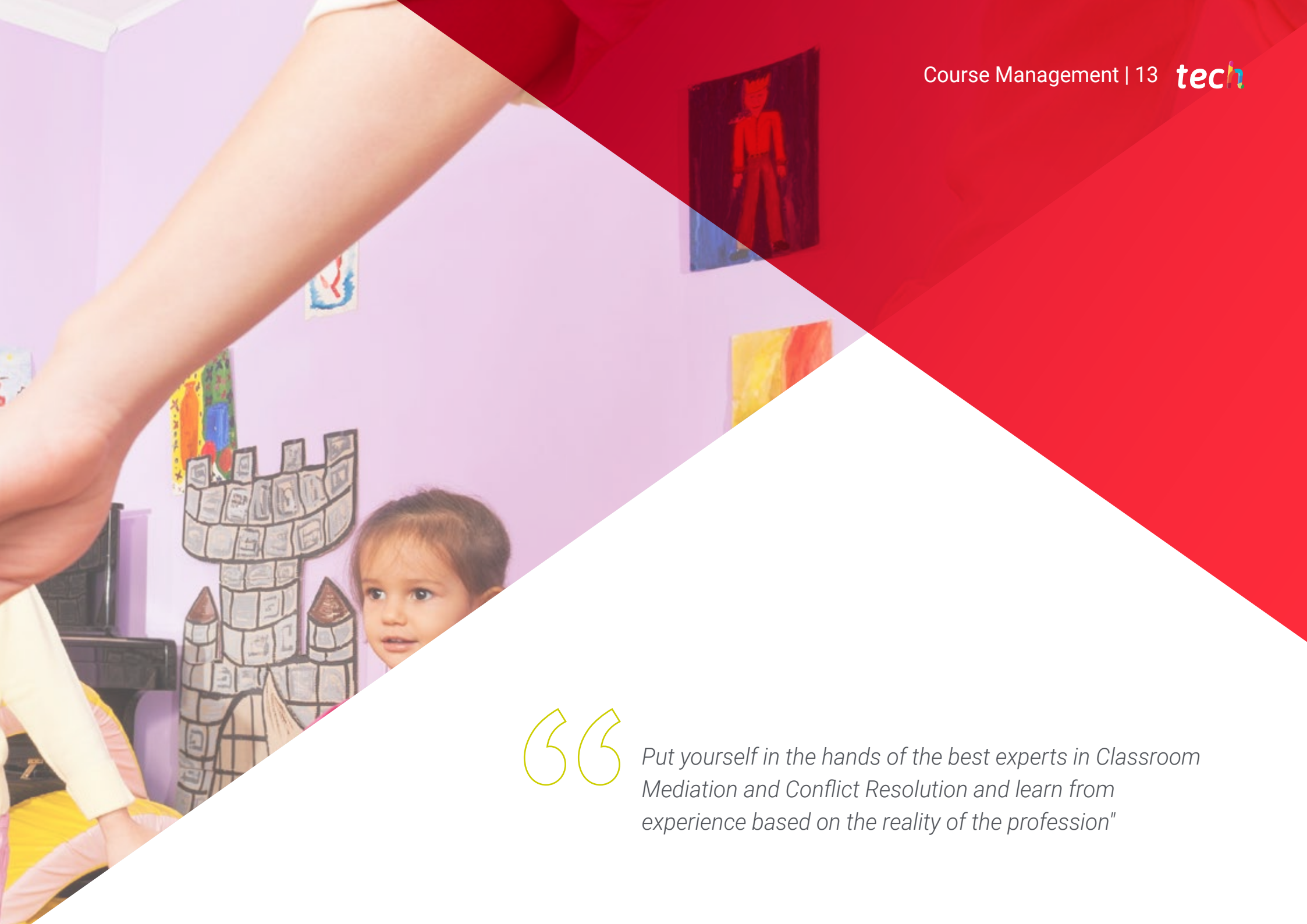
Enhance your personal abilities in conflictive situations and reach a level of competitiveness that will allow you to grow in teaching environments"

03

Course Management

For the program to be of the highest level, TECH is proud to work with an expert teaching staff, chosen for their proven and varied experience in the field. Professionals from different areas and fields of expertise that make up a complete, multidisciplinary team. A unique opportunity to learn from the best.





“

Put yourself in the hands of the best experts in Classroom Mediation and Conflict Resolution and learn from experience based on the reality of the profession"

Management



D. Guardia, Enrique Alonso

- ♦ Avemarian Teacher
- ♦ Educational Coach
- ♦ Youth Technician
- ♦ Teacher-Trainer in Active Teaching and Humor, at CEP, and in Provincial Council. Granada, Spain
- ♦ Hospital Clown
- ♦ Conference Speaker
- ♦ Social Entrepreneur
- ♦ Community Manager
- ♦ Researcher, University of Granada - Hum727

Professors

Ms. Álvarez Jiménez, María Concepción

- ♦ Pedagogue
- ♦ Educator
- ♦ Youth Technician in the Aldeas Infantiles Youth Program
- ♦ Teacher-Trainer in Active Teaching and Humor and in Provincial Council. Granada, Spain

Ms. Alonso Guardia, María Isabel

- ♦ Early Childhood Education Teacher at the Compañía de María School
- ♦ Primary Education and Therapeutic Pedagogy Teacher
- ♦ Youth Technician
- ♦ International Cooperating Partner



04

Structure and Content

The contents of this program have been developed with two main objectives: to provide timeliness and effectiveness, and to enable students to integrate the learning process quickly and efficiently. This enables students to learn in a progressive and constant way, and evolve from the first moment to the highest level of competence in this area of work.






“

A high-level teaching program that will allow you to apply new concepts and strategies from the very first moment, thanks to its practical and contextual approach”

Module 1. Teachers' Educational Styles

- 1.1. Becoming Aware of My Educational Style
 - 1.1.1. Starting by Knowing Oneself
 - 1.1.2. Everyone Educates from their Own Backpack
 - 1.1.3. On the Concept of Authority
 - 1.1.4. Four Educational Styles/Approaches
- 1.2. Permissive Style
 - 1.2.1. Characteristics of the Permissive Style
 - 1.2.2. Adult Characteristics
 - 1.2.3. Some Ideas If You Follow this Style
 - 1.2.4. Consequences of this Style with Children
- 1.3. Overprotective Style
 - 1.3.1. Characteristics of the Permissive Style
 - 1.3.2. Adult Characteristics
 - 1.3.3. Some Ideas If You Follow this Style
 - 1.3.4. Consequences of this Style with Children
- 1.4. Authoritarian Style
 - 1.4.1. Characteristics of the Permissive Style with Adults
 - 1.4.2. Some Ideas If You Follow this Style
 - 1.4.3. Consequences of this Style with Children
- 1.5. Cooperative Style
 - 1.5.1. Characteristics of the Permissive Style
 - 1.5.2. Adult Characteristics
 - 1.5.3. Some Ideas If You Follow this Style
 - 1.5.4. Consequences of this Style with Children
- 1.6. How to Speak so that Children Listen
 - 1.6.1. Speaking Mechanisms so that Children Listen
- 1.7. How to Listen so that Children Speak
 - 1.7.1. Speaking Mechanisms so that Children Speak



- 
- 1.8. Active Listening Based on Validation from Others
 - 1.8.1. Listening through Behavior
 - 1.8.2. Naming Feelings
 - 1.8.3. Discovering Basic Needs
 - 1.8.4. Time to Listen
 - 1.8.5. Establishing Eye Contact
 - 1.9. Steps to Modify My Students' Behavior
 - 1.9.1. Defining the Problem
 - 1.9.2. Approaching Problems One at a Time
 - 1.9.3. Being Consequential and Consistent
 - 1.9.4. Being Positive
 - 1.9.5. Letting the Child Know What is Expected of Them
 - 1.10. Basic Disciplinary Techniques
 - 1.10.1. How to Give Praise
 - 1.10.2. How to Ignore
 - 1.10.3. How to Reward
 - 1.10.4. How to Reprimand
 - 1.10.5. Time-Out Technique
 - 1.10.6. Problem Chairs
 - 1.10.7. How to Use Overcorrection

Module 2. Communication in Conflict

- 2.1. Communication
 - 2.1.1. Emitter
 - 2.1.2. Receptor
 - 2.1.3. Message
 - 2.1.4. Communication Channels
- 2.2. Verbal, Non-Verbal and Paraverbal Communication
 - 2.2.1. Verbal Communication
 - 2.2.2. Non-Verbal Communication
 - 2.2.3. Paraverbal Communication
- 2.3. Invalidating Communication
 - 2.3.1. I Win/You Lose
 - 2.3.2. You Win/I Lose

- 2.4. Validating Communication
 - 2.4.1. I Win/You win
 - 2.4.2. I Win and Help You Win
- 2.5. Choosing Assertive Communication During Conflict
 - 2.5.1. Assertive Communication in Conflicts
- 2.6. How to Make Healthy Decisions
 - 2.6.1. Healthy Decision-Making
- 2.7. There are Three Fingers Pointing At Me: Me Because You
 - 2.7.1. Three Fingers Pointed at Me
- 2.8. Choosing Non-Violence: Non-Violent Communication. Four Versus One
 - 2.8.1. Non-Violent Communication
- 2.9. Technology at the Service of Communication
 - 2.9.1. Technology and Communication
- 2.10. Listening and Hearing
 - 2.10.1. Listening
 - 2.10.2. Hearing

Module 3. Ways of Expressing Reached Agreements

- 3.1. Reaching Agreement
 - 3.1.1. Consensus
 - 3.1.2. Commitment
 - 3.1.3. Voting
 - 3.1.4. Postponing the Decision
 - 3.1.5. Customizable Solution
 - 3.1.6. Arbitration
 - 3.1.7. Lateral Thinking
 - 3.1.8. *Plus Minus Interesting* (PMI)
 - 3.1.9. Decision-Making Matrix
 - 3.1.10. Negotiation
- 3.2. Remember Your Goal
 - 3.2.1. The Goal and How to Remember It
- 3.3. Listen to What the Other Person Is Telling You
 - 3.3.1. Learning to Listen to Others





- 3.4. Speak for Yourself, Not for Others
 - 3.4.1. How to Speak for Oneself
- 3.5. Do not Start on Another Melon until you Finish the One you are Eating
 - 3.5.1. How to Finish One Thing Before Starting Another
- 3.6. Put on Someone Else's Glasses
 - 3.6.1. How to Put Yourself in the Other's Place
- 3.7. Choose the Right Moment to Tell Them
 - 3.7.1. How to Find the Right Moment to Start a Conversation
- 3.8. Don't Take It Personally
 - 3.8.1. Don't Take Matters to the Private Domain
- 3.9. Uses the Sandwich Technique (Positive, Critical, Positive)
 - 3.9.1. Definition of the Sandwich Technique
- 3.10. Express Yourself in Terms of: I Am Very Happy That You Have ... With Me
 - 3.10.1. Knowledge of Positive Terms

“

A unique, key, and decisive educational experience that will boost your professional development”

05

Methodology

This training program offers a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.





“

Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"

At TECH Global University we use the Case Method

In a given situation, what should a professional do? Throughout the program students will be presented with multiple simulated cases based on real situations, where they will have to investigate, establish hypotheses and, finally, resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method.

With TECH, educators can experience a learning methodology that is shaking the foundations of traditional universities around the world.



It is a technique that develops critical skills and prepares educators to make decisions, defend their arguments, and contrast opinions.

“

Did you know that this method was developed in 1912, at Harvard, for law students? The case method consisted of presenting students with real-life, complex situations for them to make decisions and justify their decisions on how to solve them. In 1924, Harvard adopted it as a standard teaching method”

The effectiveness of the method is justified by four fundamental achievements:

1. Educators who follow this method not only grasp concepts, but also develop their mental capacity, by evaluating real situations and applying their knowledge.
2. The learning process is solidly focused on practical skills that allow educators to better integrate the knowledge into daily practice.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life teaching.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.



Relearning Methodology

At TECH we enhance the case method with the best 100% online teaching methodology available: Relearning.

Our University is the first in the world to combine case studies with a 100% online learning system based on repetition, combining a minimum of 8 different elements in each lesson, which represent a real revolution with respect to simply studying and analyzing cases.



Educators will learn through real cases and by solving complex situations in simulated learning environments. These simulations are developed using state-of-the-art software to facilitate immersive learning.

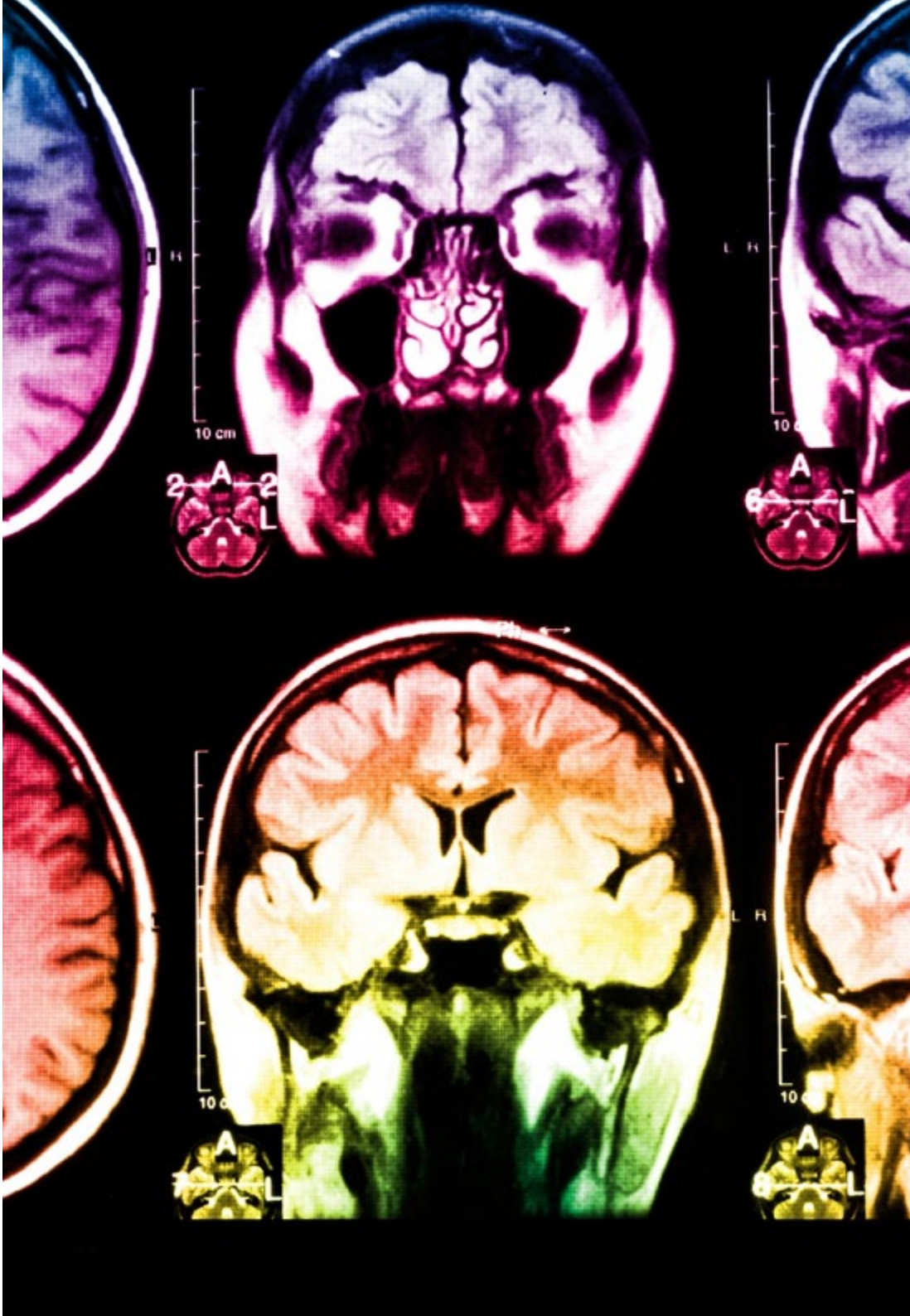
At the forefront of world teaching, the Relearning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best online university (Columbia University).

With this methodology we have trained more than 85,000 educators with unprecedented success in all specialties. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

The overall score obtained by our learning system is 8.01, according to the highest international standards.



This program offers the best educational material, prepared with professionals in mind:



Study Material

All teaching material is produced by the specialist educators who teach the course, specifically for the course, so that the teaching content is really specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



Educational Techniques and Procedures on Video

TECH introduces students to the latest techniques, with the latest educational advances, and to the forefront of Education. All this, first-hand, with the maximum rigor, explained and detailed for your assimilation and understanding. And best of all, you can watch them as many times as you want.



Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive multimedia content presentation training Exclusive system was awarded by Microsoft as a "European Success Story".



Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





Expert-Led Case Studies and Case Analysis

Effective learning ought to be contextual. Therefore, TECH presents real cases in which the expert will guide students, focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.



Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises: so that they can see how they are achieving your goals.



Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



Quick Action Guides

TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical, and effective way to help students progress in their learning.



06

Certificate

The Postgraduate Diploma in Classroom Conflict Resolution Techniques guarantees students, in addition to the most rigorous and up-to-date education, access to a qualification issued by TECH Global University.



“

Successfully complete this program and receive your university qualification without having to travel or fill out laborious paperwork"

This program will allow you to obtain your **Postgraduate Diploma in Classroom Conflict Resolution Techniques** endorsed by **TECH Global University**, the world's largest online university.

TECH Global University is an official European University publicly recognized by the Government of Andorra ([official bulletin](#)). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** title is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: **Postgraduate Diploma in Classroom Conflict Resolution Techniques**

Modality: **online**

Duration: **6 months**

Credits: **12 ECTS**



future
health confidence people
education information tutors
guarantee accreditation teaching
institutions technology learning
community commitment
personalized service innovation
knowledge present
development language
virtual classroom



Postgraduate Diploma
Classroom Conflict
Resolution Techniques

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Global University
- » Credits: 12 ECTS
- » Schedule: at your own pace
- » Exams: online

Postgraduate Diploma

Classroom Conflict Resolution Techniques