



CHANGE IS THE END RESULT OF ALL TRUE LEARNING.

Leo Buscaglia



working WITH people not doing things TO them, not doing things FOR them, NOT being neglectful

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Erasmus+ Courses & training
Proiect acreditare: 2021-R001-KA120-SCH-000043633
Contract finanțare: 2023-1-R001-KA121-SCH-000118330

Şcoala Gimnazială "George Emil Palade" Ploiești



CONFLICT MANAGEMENT IN SCHOOLS

Listening to hear vs
Listening to respond

GOOD USEFUL TRUE

Porto, Portugal | 28.07 - 02.08.2024



CONCEPTS



- 1. Conflict Management vs Conflict Resolution
- 2. Principles of Conflict Management
- **3. Models of Conflict Management** in Schools
- 4. Values: Scwartz Theory
- **5. Restorative Practice**
- **6. Benefits of Conflict Management in Education**
- 7. Feedback

DAILY CONFLICTS & CHALLENGES OF LIFE

Course Objectives

- The teacher must seek to learn the know-how embedded in conflict management theories.
- The teacher must apply proper theories to each situation and understand the rationale behind the various conflict management spectrums.
- The teacher must restore and maintain peace and tranquillity in school.



