



Conflict Management, Emotional Intelligence and Bullying Prevention

by Susan Gagliano

Course details

- 🕒 One-Week course
- 💶 From 480€ to 580€* (cultural activities included)
- 📄 Certificate of attendance included (80% of attendance required)
- 📍 Available in Barcelona, Berlin, Dublin, Florence, Prague, Split, Tenerife

* a 60 € late registration fee will be applied if you register less than 8 weeks before the course start date. All prices are VAT included or not due.

Course description

The tensions, alliances, and relational struggles among students can interfere with learning and create an unfavorable school environment.

This course has been created for teachers who want to **understand group dynamics** and how they affect the classroom.

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 understand how 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;
- Hands-on activities to promote awareness.

Day 2 - Importance of teamwork

Course code: CLA.1.CON - www.teacheracademy.eu/course/conflict-management-emotional-intelligence-and-bullying-prevention/ - Downloaded on 19/11/2025



- 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 - Defusing 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.

About the provider



With more than 400 courses available all over Europe and more than 25,000 participants per year, Europass is the largest network of high-quality providers of teacher training courses.

In every Europass Academy, trainers of diverse experiences and backgrounds are ready to foster human and professional connections among educators, all while delivering high-quality, innovative courses.

Furthermore, thanks to the hands-on, collaborative nature of the Europass courses, plenty of opportunities to start new projects and lifelong friendships are given.

Explore other Europass courses, visit www.teacheracademy.eu.