Training Course on Conflict Resolution and Mediation in Educational Settings

Professional Development Training Course Outline

Category	Educational Leadership and Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Conflict is an inevitable part of every educational environment, from the classroom to administrative offices. Left unresolved, these disputes can disrupt learning, lower morale, and negatively impact school culture. Training Course on Conflict Resolution and Mediation in Educational Settings equips educators, school leaders, counselors, and stakeholders with practical conflict resolution techniques, communication strategies, and mediation skills to promote a healthy, collaborative, and inclusive school climate. Using evidence-based practices and real-world case studies, participants will learn how to identify conflict triggers, apply restorative practices, and foster empathetic dialogue among students, parents, and faculty.

With a focus on emotional intelligence, cultural competence, and trauma-informed mediation, this course provides tools for proactive conflict prevention and responsive resolution strategies tailored to educational settings. Participants will gain actionable insights through interactive modules, role-playing, scenario analysis, and reflective learning, helping them cultivate a positive school culture that enhances both academic achievement and social-emotional growth.

Programme Curriculum

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Course Objectives

1. Understand the nature and sources of conflict in educational settings
2. Analyze interpersonal and systemic factors contributing to school conflict
3. Build emotional intelligence and empathy in conflict interactions
4. Apply effective conflict resolution models like Thomas-Kilmann and Interest-Based Relational Approach
5. Practice culturally responsive mediation techniques
6. Master active listening and non-verbal communication in disputes
7. Manage student-to-student, student-to-teacher, and teacher-to-parent conflicts
8. Facilitate peer mediation programs within schools
9. Implement restorative justice approaches in school discipline
10. Design school-wide conflict management policies and protocols
11. Evaluate the impact of conflict resolution strategies on school climate
12. Respond to bullying, discrimination, and microaggressions with constructive dialogue
13. Build collaborative leadership capacity in school conflict resolution

Target Audience

1. K-12 teachers and educators
2. School principals and administrators
3. School counselors and psychologists
4. Higher education faculty
5. School board members
6. Education policy makers
7. Special education professionals
8. Conflict resolution trainers and coaches

Course Duration: 5 days

Training Modules

Module 1: Foundations of Conflict in Education

- Define conflict and its relevance in schools
- Types and sources of conflict in education
- Cultural and systemic dimensions of school disputes
- Psychological and emotional dynamics of conflict
- Conflict resolution styles overview
- **Case Study:** Conflict between teachers and administration on curriculum changes

Module 2: Communication Skills for Conflict Resolution

- Verbal and non-verbal communication
- Active listening and reframing strategies
- Avoiding assumptions and defensiveness
- Managing tone and emotional triggers
- Constructive feedback techniques
- **Case Study:** Miscommunication between a teacher and parent escalates into a formal complaint

Module 3: Mediation Techniques in School Settings

- Mediation stages and ground rules
- Role of mediator in education
- Facilitating joint problem-solving sessions
- Handling power imbalances in mediation
- Confidentiality and neutrality
- **Case Study:** Mediating a peer-to-peer conflict in a high school

Module 4: Restorative Practices in Schools

- Principles of restorative justice
- Restorative circles and community conferencing
- Reintegration practices after conflict
- Impact on suspension and disciplinary policies
- Fostering accountability and empathy
- **Case Study:** Restorative circle resolves a racial tension incident

Module 5: Emotional Intelligence and Conflict Resolution

- Self-awareness and emotional regulation
- Empathy and perspective-taking
- Social awareness in diverse school environments
- Resolving emotionally charged disputes
- Integrating SEL into conflict strategies
- **Case Study:** Emotional breakdown after a bullying incident requires mediation

Module 6: Cultural Competency in Mediation

- Cultural biases and assumptions
- Inclusive language and equity in mediation
- Bridging cultural communication gaps
- Working with multilingual families
- Building intercultural trust
- **Case Study:** Cultural misunderstanding between a teacher and immigrant family

Module 7: Conflict Prevention Strategies

- Building trust and positive relationships
- Early detection of potential conflict
- Creating shared norms and values
- Classroom management strategies
- Collaborative leadership and policy design
- **Case Study:** Implementing a peer support system to prevent student fights

Module 8: Implementing School-wide Conflict Resolution Programs

- Designing sustainable conflict resolution frameworks
- Training peer mediators and student leaders
- Integrating conflict education into curriculum
- Monitoring and evaluation of impact
- Partnerships with community stakeholders
- **Case Study:** Launching a school-wide mediation program in a middle school

Training Methodology

- Interactive workshops with real-life scenarios

- Role-playing and guided simulations
- Group discussions and peer reflections
- Multimedia case analysis
- Toolkits and take-home templates
- Pre- and post-assessment for impact measurement

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com