

# Internship Program

## Classroom Mediation and Conflict Resolution



Internship Program  
Classroom Mediation  
and Conflict Resolution

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# 01

## Introduction

Both mediation and effective conflict resolution have become two indispensable tasks for professionals in the educational field who want to maintain a favorable climate for the educational development of all their students. However, the problems that can arise in the classroom and their adverse casuistry often hinder the process of reaching an agreement among the students involved. For this reason, and highlighting the importance of having experience to work effectively in the management of these contexts, TECH has designed a program through which the graduate will have the opportunity to attend a 3-week internship in an academic center of reference in the educational environment.

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*Take advantage of an intensive 3-week internship in a prestigious center and update yourself in the latest teaching procedures to grow professionally"*





Active listening, managing emotions or mastering negotiation techniques are just some of the skills and competencies that teaching professionals must possess in their day-to-day work in the classroom. Conflicts with students and family members are situations that must be solved to perfection in order to maintain a good classroom climate.

To this end, this university has designed a training that includes 120 hours of internship in which the specialist will become part of a team versed in teaching in primary and infant education, which also has a broad and extensive background in conflict mediation with children of all ages. In this way, the student will be able to learn first-hand the psycho-pedagogical guidelines not only to intervene when the problem has already occurred, but also in its prevention, through the most innovative didactic techniques for the improvement of communication and agreement processes.

In addition, you will have the support of a tutor who will ensure that the objectives for which this program was designed are met, which will also ensure that the graduate actively participates in the design of classes, as well as in addressing those situations in which specialized attention is required. In this way, TECH will give you the opportunity to elevate your teaching talent to the maximum through an unparalleled experience that will also allow you to include in your curriculum the significant asset of mastery in mediation and conflict resolution in children of all ages.

# 02

## Why Study an Internship Program?

TECH responds with this program to the real needs of teachers, who seek to update their knowledge through eminently practical learning. That is why this internship program introduces the teaching professional to the methods and procedures used in Mediation and Conflict Resolution in the Classroom from the very beginning. Therefore, during 3 intensive weeks, you will be integrated into a multidisciplinary work team, where you will check both the latest techniques and the resources used for problem solving with students. A unique academic opportunity to get close to a first class pedagogical environment, where you will be able to acquire knowledge with real utility and direct application in the teacher's praxis.



*TECH offers you the opportunity to access a reference school, where you can see in situ the processes used for conflict resolution with students"*

### 1. Update based on the latest technology available.

In recent years, teaching has been marked by the incorporation of new technologies in the classroom, a digital component that is also used to improve communication, assertiveness and conflict resolution in educational centers. That is why TECH brings this innovation through an Internship Program, where the teacher will know first hand the progress that has been made in this field through information and communication technology.

### 2. Gaining In-depth Knowledge from the Experience of Top Specialists

Throughout the 3-week internship, the teaching professional will be mentored by a specialist in conflict resolution and mediation in the classroom. In this way, they will be able to see how the daily work in this area is, the most effective techniques and methods for improving the classroom environment and conciliation among students. An intensive teaching, which will help you to integrate this learning into your daily life.

### 3. Entering top-notch professional environments

This academic institution focuses its efforts on the rigorous selection of all the centers available for the Internship Program. In this way, the teaching professional will have guaranteed access to a first class educational space, where they will be able to join an excellent team of professionals with extensive experience in conflict resolution in the classroom.





#### 4. Putting the acquired knowledge into daily practice from the very first moment

This program is focused on responding to the real needs of the daily work of teaching professionals. In this way, this program focuses on 100% practical learning, which will allow teachers to take the lead in conflict resolution and mediation in their educational center. All this, in addition, can be taken to their daily practice after only 3 weeks of intensive internship.

#### 5. Expanding the Boundaries of Knowledge

This academic institution offers the teaching professional a unique practical experience, which will lead them to expand their frontiers of knowledge. This will be possible after sharing 3 weeks of internship in a school of the highest level and with a multidisciplinary and highly trained team for Mediation and Conflict Resolution in the Classroom. This will allow you to apply the techniques, procedures and pedagogical methods in any national and international educational environment.



*You will have full practical immersion  
at the center of your choice"*

# 03

## Objectives

The general objective of the Internship Program in Mediation and Conflict Resolution in the Classroom is none other than to provide the specialist with the tools that will allow them to detect students who present characteristics compatible with behavioral and/or family difficulties that may predispose them to a need for mediation. In addition, it aims to teach you how to use the main assessment tools, as well as the criteria to complete the process of identifying the specific educational needs that arise from this variability and that can lead to severe behavioral problems at different school levels..



### General Objectives

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- ♦ Master the latest psycho-pedagogical techniques used in conflict resolution in the classroom
- ♦ Use the new technologies available to promote understanding and communication among students
- ♦ Learn about the most frequent cases in dealing with conflicts in the classroom







## Specific Objectives

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- ♦ Analyze and delve into the basic knowledge of mediation and conflict resolution in the classroom in order to carry out a good intervention of the problems from a practical point of view
- ♦ Develop knowledge and apply it in problem solving to intervene positively in the classroom
- ♦ Develop trust with students in the classroom so that they can express their disagreements and therefore solve and mediate conflicts
- ♦ Engage in conversations with students to develop assertive communication and avoid classroom problems
- ♦ Develop mechanisms to strengthen the mediation of parties and apply them in the classroom
- ♦ Identify the main causes of conflict in school students and their possible resolution
- ♦ Engage in conversations with parents to intervene in the process of education from home, so that the student is more tolerant and respectful with their classmates
- ♦ Develop practical mechanisms to help parents engage in assertive conversations with their children
- ♦ Put into practice the acquired and most up-to-date knowledge of the last few years to evaluate the efficiency of mediation and resolution
- ♦ Identify the children most likely to generate arguments in the classroom

# 04

## Educational Plan

For the design of this program's internship, TECH has worked intensively with a team of professionals in the educational area, who have determined that 120 hours are perfect for the graduate to perfect his or her professional skills, as well as to apply the most innovative pedagogical strategies for mediation and conflict resolution. In this way, it offers students the possibility of accessing a reference school on the international scene in which they can actively participate in the children's daily lives.

In this training proposal, each activity is designed to strengthen and refine the key competencies required for specialized practice in this field. In this way, the professional profile will be enhanced, driving a strong, efficient, and highly competitive performance.

You will also have the support of a tutor at all times, who will ensure that all the objectives for which this program was designed are met. In this way, the graduate will be able to access his or her course with peace of mind and with the certainty that, after passing it, they will have managed to perfect their skills in mediation and conflict resolution in a guaranteed manner.

The practical part will be carried out with the active participation of the student performing the activities and procedures of each area of competence (learning to learn and learning to do), with the accompaniment and guidance of teachers and other training partners that facilitate teamwork and multidisciplinary integration as transversal competencies for the praxis of physical therapy (learning to be and learning to relate).

The procedures described below will be the basis of the practical part of the training, and their implementation will be subject to the center's own availability and workload, the proposed activities being the following:



*Receive specialized education in an institution that can offer you all these possibilities, with an innovative academic program and a human team that will help you develop your full potential"*



Module	Practical Activity
Communication methods in conflict in the classroom	Carry out actions that promote the correct management of students' emotions
	Use online resources to work on basic needs and emotions
	Apply communication techniques that promote empathy among students
	Develop activities that promote self-esteem and dialogue in the classroom
Conflict analysis in the classroom	Conduct an assessment to provide a psychological analysis in various situations
	Define preventive measures to avoid possible problems
	Elaborate a diagnosis of the performance and the actors involved in order to avoid problems in the school development
	Analyze the multiple options for reaching consensus or negotiation in the face of conflict
Processes of mediation and conflict resolution in the classroom	Design an action plan to improve training performance and other psychological skills
	Support in mediation, through different techniques and dynamics applicable to conflict resolution
	To carry out group dynamics in order to solve problems among students
	Apply the technique of dramatic play to solve conflicts with students
Techniques for expressing agreement	Support the improvement of school climate and coexistence
	Develop actions where non-violent communication is used
	Actively listen to those involved in mediation to extract an analysis and be able to use the best communication techniques for conflict resolution
	Work on assertive communication with students



05

## Where Can I Do the Internship Program?

Graduates of this program will have the opportunity to enter a prestigious center in the area of Early Childhood and Primary Education, where they will be able to put their professional skills into practice through active participation in the day-to-day running of a school day. In this way, together with a group of professionals of the highest level, you will be able to work in the application of the most effective and innovative strategies of mediation and conflict resolution, raising your teaching quality to the maximum.


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*During the 3 weeks of the practical program you will have the support of a tutor who will make sure you get the most out of this academic experience"*





The student will be able to do this program at the following centers:



Education

ITYC

Country	City
Mexico	Mexico City

Address: Xochicalco 495 Col. Vértiz Narvarte  
Alcaldía Benito Juárez CDMX C.P. 03600

Trilingual school with secular and coeducational humanistic education.

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**Related internship programs:**

- Programming and Implementing Educational Projects





# 06

## General Conditions

### Civil Liability Insurance

This institution's main concern is to guarantee the safety of the trainees and other collaborating agents involved in the internship process at the company. Among the measures dedicated to achieve this is the response to any incident that may occur during the entire teaching-learning process.

To this end, this entity commits to purchasing a civil liability insurance policy to cover any eventuality that may arise during the course of the internship at the center.

This liability policy for interns will have broad coverage and will be taken out prior to the start of the practical training period. That way professionals will not have to worry in case of having to face an unexpected situation and will be covered until the end of the internship program at the center.



## General Conditions of the Internship Program

The general terms and conditions of the internship agreement for the program are as follows:

**1. TUTOR:** During the Internship Program, students will be assigned with two tutors who will accompany them throughout the process, answering any doubts and questions that may arise. On the one hand, there will be a professional tutor belonging to the internship center who will have the purpose of guiding and supporting the student at all times. On the other hand, they will also be assigned with an academic tutor, whose mission will be to coordinate and help the students during the whole process, solving doubts and facilitating everything they may need. In this way, the student will be accompanied and will be able to discuss any doubts that may arise, both clinical and academic.

**2. DURATION:** The internship program will have a duration of three continuous weeks, in 8-hour days, 5 days a week. The days of attendance and the schedule will be the responsibility of the center and the professional will be informed well in advance so that they can make the appropriate arrangements.

**3. ABSENCE:** If the students does not show up on the start date of the Internship Program, they will lose the right to it, without the possibility of reimbursement or change of dates. Absence for more than two days from the internship, without justification or a medical reason, will result in the professional's withdrawal from the internship, therefore, automatic termination of the internship. Any problems that may arise during the course of the internship must be urgently reported to the academic tutor.

**4. CERTIFICATION:** Professionals who pass the Internship Program will receive a certificate accrediting their stay at the center.

**5. EMPLOYMENT RELATIONSHIP:** The Internship Program shall not constitute an employment relationship of any kind.

**6. PRIOR EDUCATION:** Some centers may require a certificate of prior education for the Internship Program. In these cases, it will be necessary to submit it to the TECH internship department so that the assignment of the chosen center can be confirmed.

**7. DOES NOT INCLUDE:** The Internship Program will not include any element not described in the present conditions. Therefore, it does not include accommodation, transportation to the city where the internship takes place, visas or any other items not listed.

However, students may consult with their academic tutor for any questions or recommendations in this regard. The academic tutor will provide the student with all the necessary information to facilitate the procedures in any case.

# 07 Certificate

This program will allow you to obtain your **Internship Program diploma in Classroom Mediation and Conflict Resolution** 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: **Internship Program in Classroom Mediation and Conflict Resolution**

Duration: **3 weeks**

Attendance: **Monday to Friday, 8-hour consecutive shifts**

Accreditation: **5 ECTS**





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