

# Postgraduate Certificate Classroom Conflict Avoidance Techniques





## Postgraduate Certificate Classroom Conflict Avoidance Techniques

- » Modality: online
- » Duration: 12 weeks
- » Certificate: TECH Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online

Website: [www.techtute.com/us/psychology/postgraduate-certificate/classroom-conflict-avoidance-techniques](http://www.techtute.com/us/psychology/postgraduate-certificate/classroom-conflict-avoidance-techniques)

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# 01

# Introduction

Avoiding the different conflicts that are generated in the child's environment not only requires personal and psychological skills, but also the support of the appropriate techniques to proactively redirect the situations. This program will train you as one of the most competent professionals in this area, learning the most effective psychological techniques that will allow you to work successfully in different types of social and health institutions. Additionally, this program will provide the psychologist with a series of key and fundamental skills that will help them to position themselves successfully within the sector.







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*Get ready to compete  
among the most valued  
professionals in the industry”*

This program offers a comprehensive view of conflict resolution in the environment of minors, as well as successful models of approach, providing tools, experiences and advances in this field, which have also been guaranteed by the teaching staff of the Postgraduate Certificate, as all of them work in this field. Each psychologist will learn, based on professional experience, as well as evidence-based pedagogy, which makes patient training more effective and accurate.

The skills that a mediator possesses are the same that the psychologist can cultivate, serving as a mediator between the student and the learning process; their intention would be to encourage and facilitate this process in order for the child to reach their goal. Mediation in the emerging socio-educational system, capable of strengthening both in all parties involved in the process a positive point of improvement so that the result is to allow both educational and human learning of the relationships that are established in this environment.

The perspective from the emerging psychological paradigm must be inclusive and must be based on a biopsychosocial model that contemplates attention to diversity from a comprehensive approach aimed at the entire educational community.

Psychologists, especially child psychologists, as well as related professions both in the educational and social-health fields, need to know the characteristics of these students, know how to identify their needs and have the knowledge and tools to intervene at a personal, socio-familial and, above all, educational level.

This Postgraduate Certificate is a response to the demand for continuous training of professionals and is aimed primarily at child psychologists. With this action, the teacher will acquire skills to manage conflict situations in the child's environment and in the educational context, adjust the plans of attention to diversity and the educational projects of the centers, as well as to be able to design a mediation plan in the educational center.

This Postgraduate Certificate in **Classroom Conflict Avoidance Techniques** contains the most complete and up-to-date program on the market. The most important features include:

- ♦ The development of different practical cases presented by experts in Classroom Conflict Avoidance Techniques
- ♦ The graphic, schematic, and practical contents provide students with scientific and practical information on the disciplines that are essential for professional practice.
- ♦ New developments on Classroom Conflict Avoidance Techniques
- ♦ Its practical exercises where to perform the self-assessment process to improve learning
- ♦ Its special emphasis on innovative methodologies in Classroom Conflict Avoidance Techniques
- ♦ Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments
- ♦ Content that is accessible from any fixed or portable device with an internet connection



*TECH is not settled only with theory: it takes you to the most practical and competent know-how"*

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*Complete your training with this Postgraduate Certificate, which has the most innovative methodology in the market. You will be able to balance it with your work as it is 100% online”*

It includes, in its teaching staff, professionals belonging to the field of Classroom Conflict Avoidance Techniques, who bring to this program the experience of their work, as well as recognized specialists belonging to reference societies and prestigious universities.

The multimedia content, developed with the latest educational technology, will provide the professional with situated and contextual learning, i.e., a simulated environment that will provide an immersive program designed to learn in real situations.

This program is designed around Problem-Based Learning, whereby the educators must try to solve the different professional practice situations that arise throughout the program. For this purpose, the educator will have the help of an innovative interactive video system developed by recognized experts in the field of Classroom Conflict Avoidance Techniques with extensive teaching experience.

*Learn to make the child's environment a place of development and growth by managing the different contingencies with skill and success.*

*A practical, real-world program that will give you the tools you need to help your patients, center staff and families move forward from conflict in a positive and enriching way.*



# 02

# Objectives

During this program you will be able to follow a very complete path that will lead you to achieve your objectives in a progressive and constant way. This program has been created to make your goals achievable by maintaining a level of motivation that drives you to grow and improve from start to finish. Precisely, in this Postgraduate Certificate, the psychology professional will acquire the necessary skills and techniques to mediate and avoid conflicts in the different environments of minors. All this will enhance the curriculum of the psychology professionals and will position them as a reference within the social and health care sector.







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*A Postgraduate Certificate that will provide you with the most effective tools to make the child's environment a safe and welcoming space for the child's development”*



## General Objectives

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- ♦ Detect patients presenting characteristics compatible with behavioral and/or family difficulties that may predispose to a need for mediation
- ♦ Use the main assessment tools, as well as the criteria to complete the process of identifying the specific educational needs that arise from this educational variability and may present behavioral problems
- ♦ Manage techniques and strategies for educational intervention, as well as for the orientation of the response in the different areas where there are behavioral problems in the classroom
- ♦ Manage conflict situations and maladaptive behaviors in the classroom, as well as to collaborate or promote integral programs within the psychological project and the mediation plan in a center
- ♦ Value the active role of the teacher in conflict resolution and mediation in the educational context
- ♦ Encourage habits and behaviors that promote coexistence at school
- ♦ Make students aware of their active role and involvement in the recognition, avoidance and control of coexistence conflicts in the centers
- ♦ Detect and confront problems that lead to intolerance and violence





## Specific Objectives

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- Learn to establish win-win agreements
- Learn how to specify the minimum requirements that must be met
- Learn to restore the pain of the offended party
- Learn techniques for expressing agreements
- Develop creativity
- Learn to enjoy the end of the conflict in an active way

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*Boost your personal tools in conflict situations to a level of confidence that will allow you to grow in the field of psychology”*



03

# Course Management

Within the concept of total quality of our program, we are proud to put at your disposal a teaching staff of the highest level, chosen for their proven experience in the educational field. Professionals from different areas and fields of expertise that make up a complete, multidisciplinary team. A unique opportunity to learn from the best. This team of professionals, aware of the importance of training in this area, has designed the program with the most complete and up-to-date content on the market.



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*Put yourself in the hands of the best experts in mediation and conflict resolution in the classroom and leap to the front line in your profession as a psychologist"*



## Management



### Mr. Guardia, Enrique Alonso

- Avemarian Master
- Educational Coach
- Adolescent Technician
- Trainer of trainers in Active Teaching and Humor, at CEP and Granada Provincial Council.
- Hospital Clown
- Speaker
- Social Entrepreneur
- Community Manager
- Researcher University of Granada-Hum727

## Professors

### Ms. Alonso Guardia, María Isabel

- Early Childhood Education teacher at the Compañía de María school.
- Primary Education and Therapeutic Pedagogy Teacher
- Adolescent Technician
- International Cooperating Partner



# 04

## Structure and Content

The contents of this program have been developed on the basis of two main principles: on the one hand, their timeliness and effectiveness, and on the other hand, the students' ability to quickly and efficiently integrate their learning. This combination allows psychologists to learn in a progressive and constant way, evolving from the first moment to the highest level of competence in this area of work. In this way, through this content, the psychologists will acquire the necessary skills that will help them to practice with greater guarantees of success within the profession.







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*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. Teacher's 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 Cooperative 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 Cooperative 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 Authoritarian 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 Cooperative 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 the Behavior of My Students
  - 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
- 2.2. Remember Your Goal
  - 2.2.1. The Goal and How to Remember It
- 2.3. Listen to What the Other Person Is Telling You
  - 2.3.1. Learning to Listen to Others
- 2.4. Speak for Yourself, Not for Others
  - 2.4.1. How to Speak for Oneself
- 2.5. Do not Start on Another Melon until you Finish the One you are Eating
  - 2.5.1. How to Finish One Thing Before Starting Another
- 2.6. Put on Someone Else's Glasses
  - 2.6.1. How to Put Yourself in the Other's Place
- 2.7. Choose the Right Moment to Tell Them
  - 2.7.1. How to Find the Right Moment to Start a Conversation
- 2.8. Don't Take It Personally
  - 2.8.1. Don't Take Matters into Private Domains
- 2.9. Use the Sandwich Technique (Positive, Critical, Positive)
  - 2.9.1. Definition of the Sandwich Technique
- 2.10. Express Yourself in Terms of: I Am Very Happy That You Have ...
  - 2.10.1. Knowledge of Positive Terms

## Module 2. Ways of Expressing Reached Agreements

- 2.1. Reaching Agreement
  - 2.1.1. Consensus
  - 2.1.2. Commitment
  - 2.1.3. Voting
  - 2.1.4. Postponing the Decision
  - 2.1.5. Customizable Solution
  - 2.1.6. Arbitration
  - 2.1.7. Lateral Thinking
  - 2.1.8. Plus Minus Interesting (PMI)
  - 2.1.9. Decision-Making Matrix
  - 2.1.10. Negotiation



*This training will allow you to advance your career in a comfortable way"*

05

# Methodology

This academic program offers students 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.



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*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 we use the Case Method

What should a professional do in a given situation? Throughout the program, students will face multiple simulated clinical cases, based on real patients, in which they will have to do research, establish hypotheses, and ultimately resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method. Specialists learn better, faster, and more sustainably over time.

*With TECH the psychologist experiences a way of learning that is shaking the foundations of traditional universities around the world.*



According to Dr. Gérvas, the clinical case is the annotated presentation of a patient, or group of patients, which becomes a "case", an example or model that illustrates some peculiar clinical component, either because of its teaching power or because of its uniqueness or rarity. It is essential that the case is based on current professional life, trying to recreate the real conditions in the psychologist's professional practice.



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*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. Psychologists who follow this method not only master the assimilation of concepts, but also develop their mental capacity by means of exercises to evaluate real situations and apply their knowledge.
2. Learning is solidly translated into practical skills that allow the psychologist to better integrate knowledge into clinical practice.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
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 the study of clinical cases with a 100% online learning system based on repetition, combining a minimum of 8 different elements in each lesson, which is a real revolution compared to the simple study and analysis of cases.

*The psychologist 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).

This methodology has trained more than 150,000 psychologists with unprecedented success in all clinical specialties. Our pedagogical methodology is developed in a highly competitive environment, with a university student body with a strong socioeconomic profile and an average age of 43.5 years old.

*Relearning will allow you to learn with less effort and better performance, involving you more in your training, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation for 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 specialists who teach the course, specifically for the course, so that the teaching content is highly 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.



#### Latest Techniques and Procedures on Video

TECH introduces students to the latest techniques, to the latest educational advances, to the forefront of current psychology. All of this in direct contact with students and explained in detail so as to aid their assimilation and understanding. And best of all, you can watch the videos as many times as you like.



#### 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 educational system for presenting multimedia content 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 their 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 Certificate in Classroom Conflict Avoidance Techniques guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Certificate issued by TECH Technological University.





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

This **Postgraduate Certificate in Classroom Conflict Avoidance Techniques** contains the most complete and up-to-date program on the market.

After the student has passed the assessments, they will receive their corresponding **Postgraduate Certificate** issued by **TECH Technological University** via tracked delivery\*.

The diploma issued by **TECH Technological University** will reflect the qualification obtained in the Postgraduate Certificate, and meets the requirements commonly demanded by labor exchanges, competitive examinations and professional career evaluation committees.

Title: **Postgraduate Certificate in Classroom Conflict Avoidance Techniques**

Official N° of Hours: **300 h.**



\*Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.

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



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