

Postgraduate Diploma

Classroom Conflict Resolution Techniques



Postgraduate Diploma

Classroom Conflict Resolution Techniques

Course Modality: Online

Duration: 6 months.

Certificate: TECH Technological University

Official N° of Hours: 450 h.

Website: www.techitute.com/in/psychology/postgraduate-diploma/postgraduate-diploma-classroom-conflict-resolution-techniques

Index

01

Introduction

p. 4

02

Objectives

p. 8

03

Course Management

p. 12

04

Structure and Content

p. 16

05

Methodology

p. 20

06

Certificate

p. 28

01

Introduction

Resolving conflicts that arise between children and adolescents is not always easy. In addition to the adult's willingness to help, intervention tools are needed to manage the emotions and perceptions that arise from the situations. At this point, the psychologist's work is of great importance, as they can be the driving force to solve those conflicts that may arise both at the educational level and with the family. In this sense, this program is a specialization that extensively compiles these tools and that will boost the capacity to act at the highest level of efficiency.



“

Understanding and knowing how to apply conflict resolution tools is one of the most differentiating skills in a child psychologist and that which distinguishes a good teacher from the rest"

This educational action is oriented to train psychologists more competent and prepared to work in various socio-educational and psycho-pedagogical environments having full knowledge of the most effective techniques in resolving conflicts between children and adolescents. As a result, after completing the specialization, the professional will be fully prepared to take on challenges in this regard, taking the appropriate actions at all times

The teaching staff is made up of working professionals in the sector. In this way, we ensure that we provide you with the up-to-date program we are aiming for. A multidisciplinary team of professors trained and experienced in different environments, who will develop the theoretical knowledge in an efficient manner, but, above all, will put at the service of the program the practical knowledge derived from their own experience: one of the differential qualities of this training

This mastery of the subject is complemented by the effectiveness of the methodological design of this Postgraduate Diploma. Developed by a multidisciplinary team of e-Learning experts, it integrates the latest advances in educational technology. This way, you will be able to study with a range of comfortable and versatile multimedia tools that will give you the operability you need in your training

The design of this program is based on Problem-Based Learning: an approach that views learning as a highly practical process. To achieve this remotely, we will use telepractice: With the help of an innovative interactive video system, and Learning from an Expert you will be able to acquire the knowledge as if you were actually dealing with the scenario you are learning about. A concept that will allow you to integrate and fix learning in a more realistic and permanent way

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

- ♦ The development of different practical cases presented by experts in classroom mediation and conflict detection
- ♦ The graphic, schematic, and practical contents provide students with scientific and practical information on the disciplines that are essential for professional practice
- ♦ New developments in mediation and conflict detection in the consulting room
- ♦ Its practical exercises where to perform the self-assessment process to improve learning
- ♦ Special emphasis on innovative methodologies in mediation and conflict detection in the consulting room
- ♦ 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



Learn how to make your consulting room 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 and their families move forward from conflict in a positive and enriching way"

The program includes, in its teaching staff, professionals belonging to the field of psychology, who bring to this training the experience of their work, in addition to recognized specialists from prestigious reference societies and 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 immersive education programmed to learn in real situations.

This program is designed around Problem-Based Learning, whereby the specialist must try to solve the different professional practice situations that arise throughout the program. For this purpose, the professional will be assisted by an innovative interactive video system developed by recognized and experienced experts in Conflict Resolution Techniques.

This program comes with the best educational material, providing you with a contextual approach that will facilitate your learning.

This 100% online Postgraduate Diploma will allow you to balance your studies with your professional work while expanding your knowledge in this field.



02

Objectives

During this Postgraduate Diploma you will be able to follow a complete path that will lead you to achieve your objectives in a progressive and constant way. This specialization has been created to make goals attainable while maintaining a level of motivation that drives you to grow and improve from start to finish. All of this will help to ensure that, upon completion of the training, you will be able to use the most effective conflict resolution techniques in socio-educational settings successfully and get the most out of your sessions with patients.



“

During the Postgraduate Diploma you will acquire the ability to identify problematic situations and act on them in a professional manner, becoming a generator of growth opportunities for any socio-educational center”



General Objectives

- ♦ 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 educational project and the mediation plan in a center
- ♦ Value the active role of the psychologist 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

Module 1. Teacher's Educational Styles

- ◆ 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

Module 2. Communication in Conflict

- ◆ Learn to communicate assertively
- ◆ Learn to connect with my minimums to be respected
- ◆ Learn to set limits in a non-aggressive manner

Module 3. Ways of Expressing Reached Agreements

- ◆ Learn techniques for expressing agreements
- ◆ Develop creativity
- ◆ Learn to enjoy the end of the conflict in an active way



Boost your personal tools in conflict situations to a level of confidence that will allow you to grow psychologically”

03

Course Management

Within the concept of total quality of all TECH training, this institution is proud to offer you 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. Therefore, at the end of the specialization, the psychologist will be fully prepared to take on challenges in conflict resolution and successfully manage the techniques in this field.





“

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"

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

Ms. Álvarez Jiménez, María Concepción

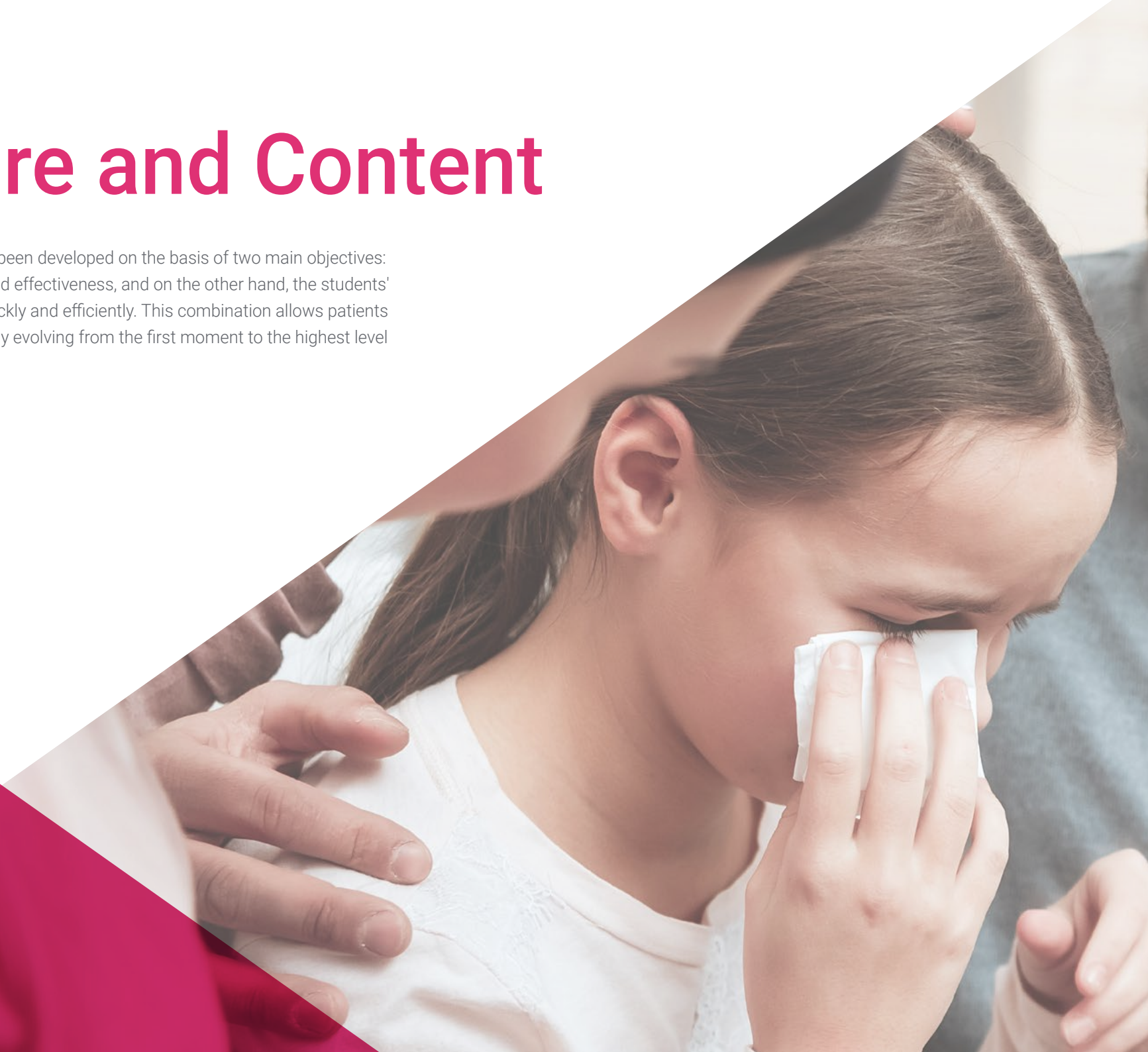
- Pedagogue
- Teacher
- Adolescent Technician in the Aldeas Infantiles Youth Program
- Trainer of trainers in Active Teaching and Humor and in Granada Provincial Council



04

Structure and Content

The contents of this program have been developed on the basis of two main objectives: on the one hand, their timeliness and effectiveness, and on the other hand, the students' ability to integrate their learning quickly and efficiently. This combination allows patients to learn progressively and constantly evolving from the first moment to the highest level of competence in this area of work.



“

A high-level educational 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

Module 2. Communication in Conflict

- 2.1. Communication
 - 2.1.1. Emitter
 - 2.1.2. Receptor
 - 2.1.3. Message
 - 2.1.4. Communication Channels
- 2.2. Verbal, Non-Verbal and Paraverbal Communication
 - 2.2.1. Verbal Communication
 - 2.2.2. Non-Verbal Communication
 - 2.2.3. Paraverbal Communication

- 2.3. Invalidating Communication
 - 2.3.1. I Win/You Lose
 - 2.3.2. You Win/I Lose
 - 2.4. Validating Communication
 - 2.4.1. I Win/You win
 - 2.4.2. I Win and Help You Win
 - 2.5. Choosing Assertive Communication During Conflict
 - 2.5.1. Assertive Communication in Conflicts
 - 2.6. How to Make Healthy Decisions
 - 2.6.1. Healthy Decision-Making
 - 2.7. There are Three Fingers Pointing at Me: Me Because You
 - 2.7.1. Three Fingers Pointed at Me
 - 2.8. Choosing Non-Violence: Non-Violent Communication. Four Versus One
 - 2.8.1. Non-Violent Communication
 - 2.9. Technology at the Service of Communication
 - 2.9.1. Technology and Communication
 - 2.10. Listening and Hearing
 - 2.10.1. Listening
 - 2.10.2. Hearing
- 3.2. Remember Your Goal
 - 3.2.1. The Goal and How to Remember It
 - 3.3. Listen to What the Other Person Is Telling You
 - 3.3.1. Learning to Listen to Others
 - 3.4. Speak for Yourself, Not for Others
 - 3.4.1. How to Speak for Oneself
 - 3.5. Do not Start on Another Melon until you Finish the One you are Eating
 - 3.5.1. How to Finish One Thing Before Starting Another
 - 3.6. Put on Someone Else's Glasses
 - 3.6.1. How to Put Yourself in the Other's Place
 - 3.7. Choose the Right Moment to Tell Them
 - 3.7.1. How to Find the Right Moment to Start a Conversation
 - 3.8. Don't Take It Personally
 - 3.8.1. Don't Take Matters into Private Domains
 - 3.9. Use the Sandwich Technique (Positive, Critical, Positive)
 - 3.9.1. Definition of the Sandwich Technique
 - 3.10. Express Yourself in Terms of: I Am Very Happy That You Have ..
 - 3.10.1. Knowledge of Positive Terms

Module 3. Ways of Expressing Reached Agreements

- 3.1. Reaching Agreement
 - 3.1.1. Consensus
 - 3.1.2. Commitment
 - 3.1.3. Voting
 - 3.1.4. Postponing the Decision
 - 3.1.5. Customizable Solution
 - 3.1.6. Arbitration
 - 3.1.7. Lateral Thinking
 - 3.1.8. Plus Minus Interesting (PMI)
 - 3.1.9. Decision-Making Matrix
 - 3.1.10. Negotiation



A unique, key and decisive program to boost your professional development"

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.



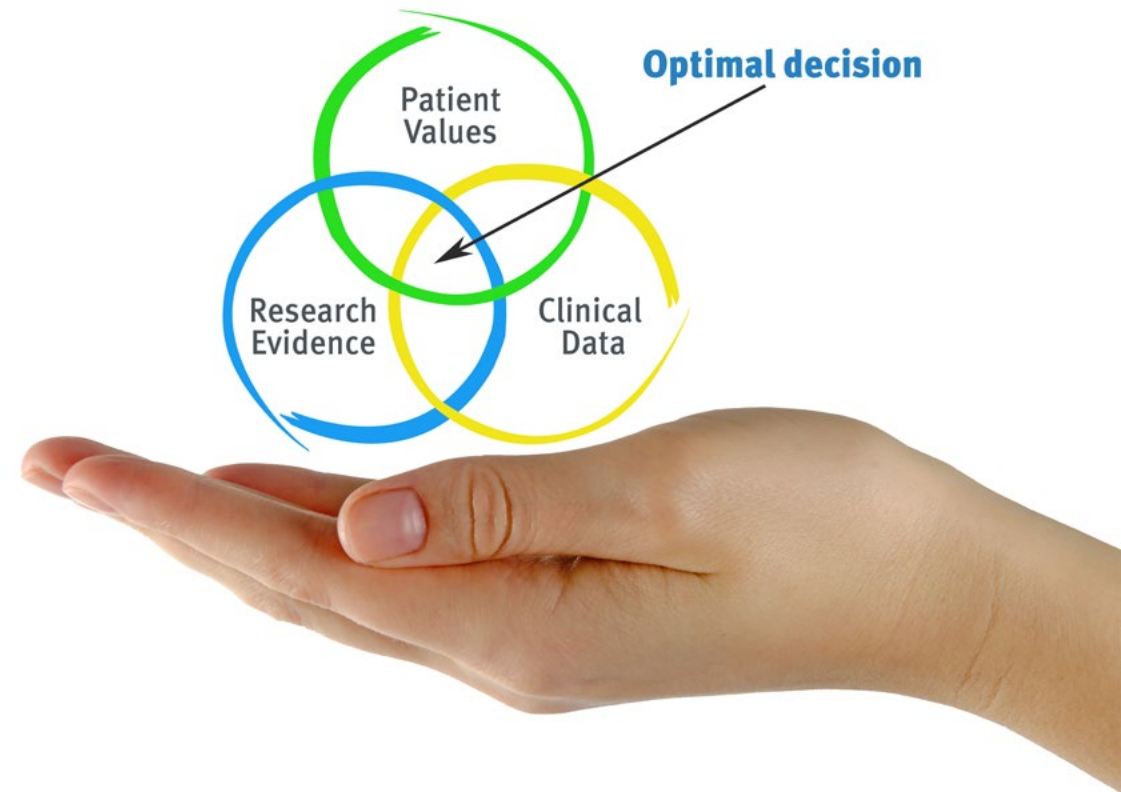
“

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.

“

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 Diploma in Classroom Conflict Resolution Techniques guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Diploma issued by TECH Technological University.



“

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

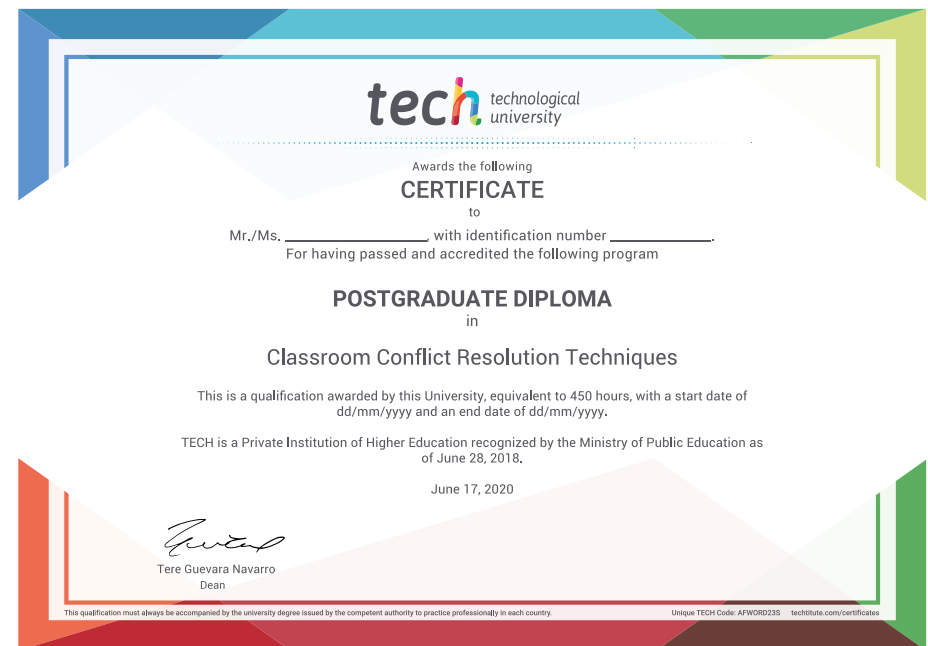
This **Postgraduate Diploma in Classroom Conflict Resolution Techniques** contains the most complete and up-to-date program on the market.

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

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

Title: **Postgraduate Diploma in Classroom Conflict Resolution Techniques**

Official N° of Hours: **450 h.**



*Apostille Convention. In the event that the student wishes to have their paper certificate 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 quality

online training

development language

virtual classroom

tech technological
university

Postgraduate Diploma

Classroom Conflict

Resolution Techniques

Course Modality: Online

Duration: 6 months.

Certificate: TECH Technological University

Official N° of Hours: 450 h.

Postgraduate Diploma Classroom Conflict Resolution Techniques

