



# Postgraduate Diploma Classroom Conflict Resolution Techniques

» Modality: online

» Duration: 6 months

» Certificate: TECH Global University

» Accreditation: 18 ECTS

» Schedule: at your own pace

» Exams: online

Website: www.techtitute.com/us/psychology/postgraduate-diploma/postgraduate-diploma-classroom-conflict-resolution-techniques

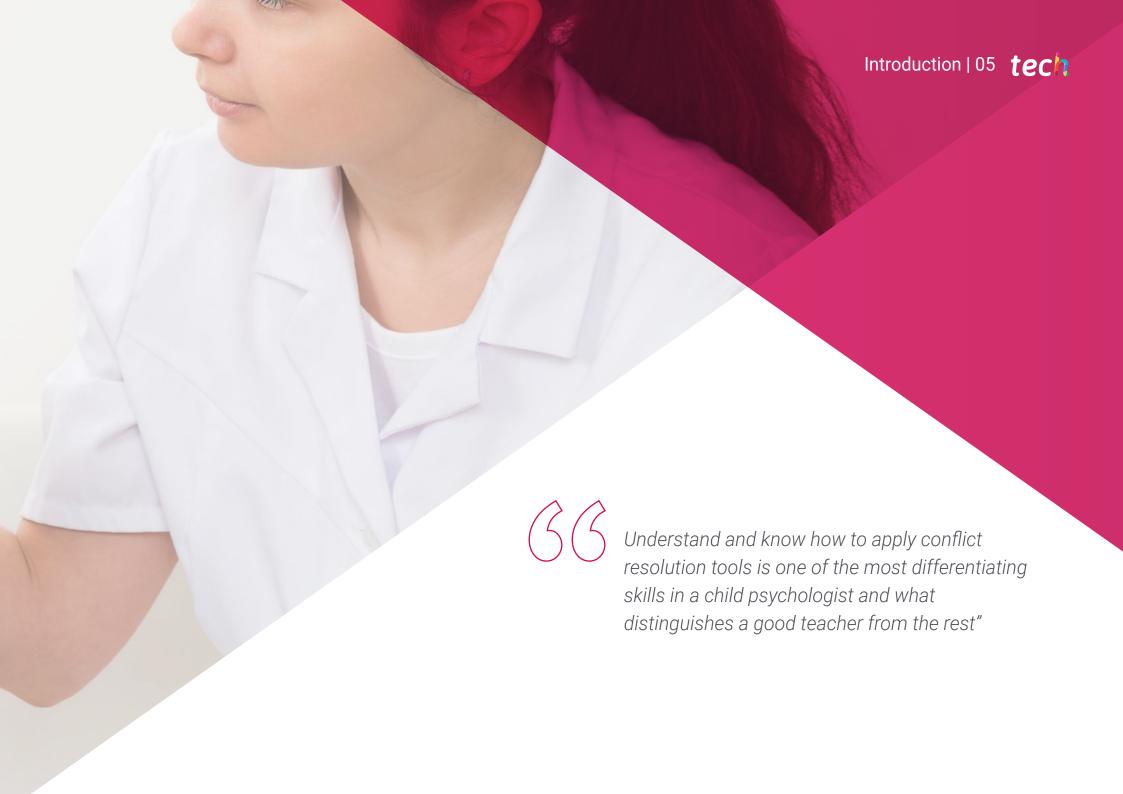
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# tech 06 | Introduction

This educational action is oriented to prepare psychologists more competent and qualified 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 education we are aiming for. A multidisciplinary team of professors specialized 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 program.

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 education.

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 program on the market. The most important features include:

- The development of different practical cases presented by experts in classroom mediation and conflict detection
- Its graphic, schematic and practical contents are designed to provide scientific and practical information on those 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"

# Introduction | 07 tech



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 program 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.





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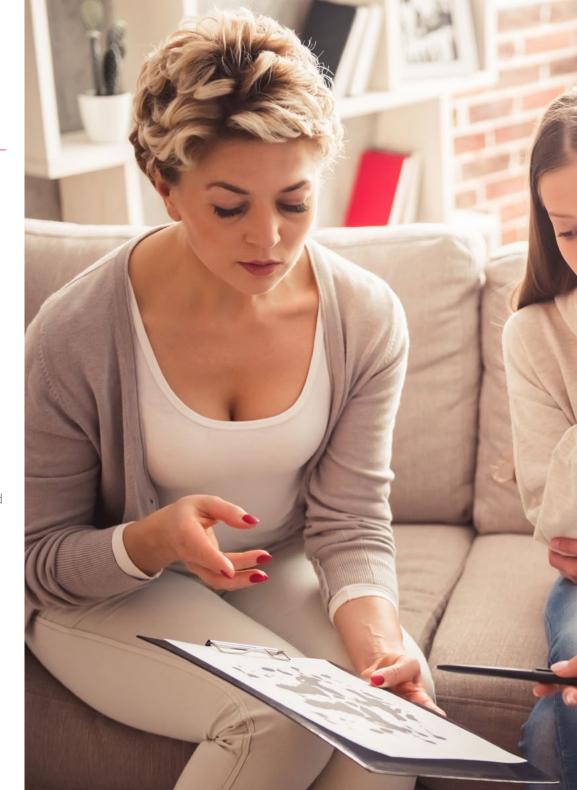
During the Postgraduate Diploma you will acquire the ability to identify problematic situations and act on them in a professional manner, becoming a generator of growth opportunities for any socio-educational center"

# tech 10 | Objectives



### **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"





# tech 14 | Course Management

### 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 Manage
- Researcher University of Granada-Hum727

#### **Professors**

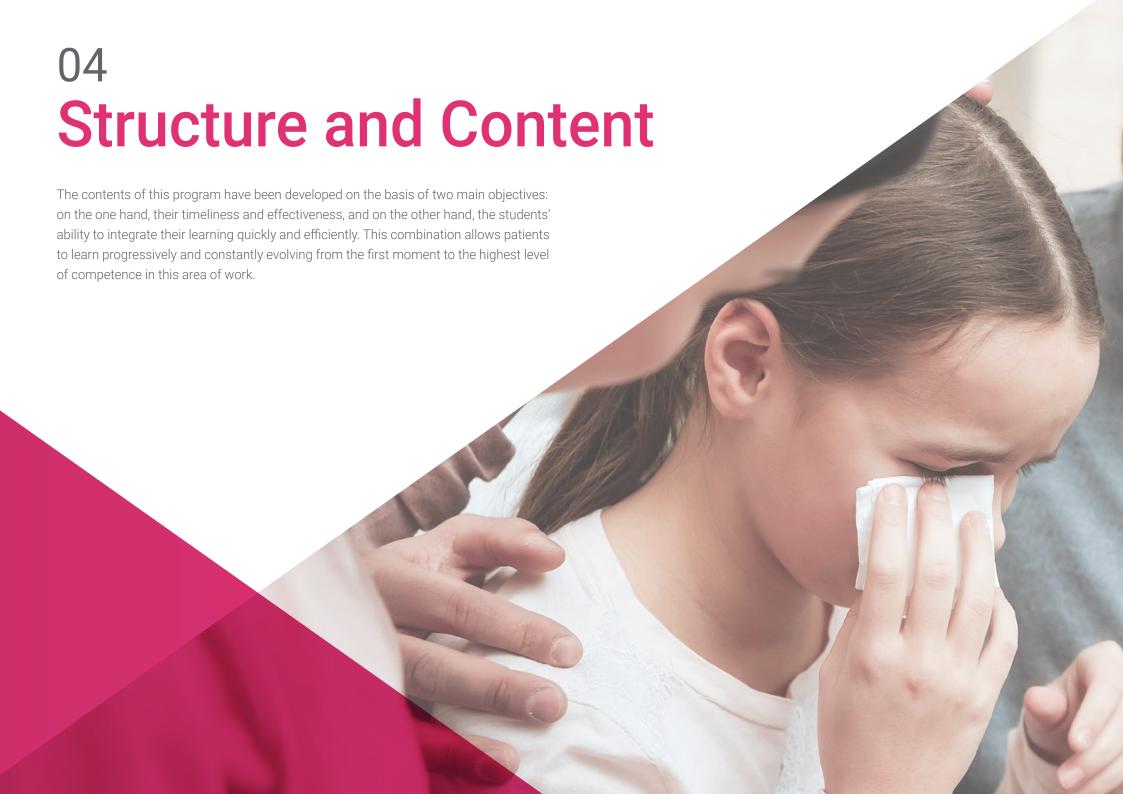
#### Ms. Alonso Guardia, María Isabel

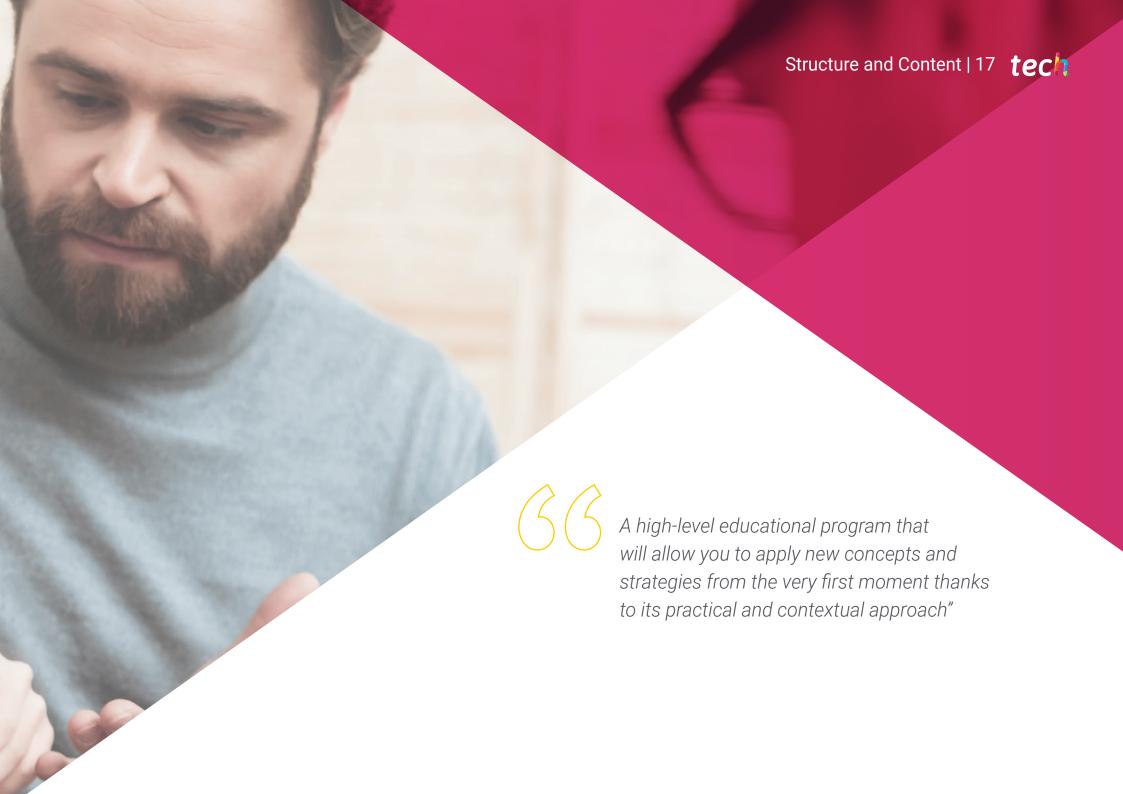
- Early Childhood Education teacher at the Compañía de María school
- Primary Education and Therapeutic Pedagogy Teacher
- Adolescent Technician
- International Cooperating Partner

### 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







# tech 18 | Structure and Content

#### 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

### 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 Matrix
  - 3.1.10 Negotiation

- 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 ... With Me
  - 3.10.1. Knowledge of Positive Terms



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



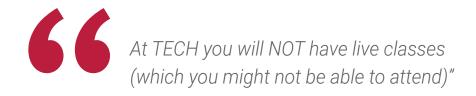


### The student: the priority of all TECH programs

In TECH's study methodology, the student is the main protagonist.

The teaching tools of each program have been selected taking into account the demands of time, availability and academic rigor that, today, not only students demand but also the most competitive positions in the market.

With TECH's asynchronous educational model, it is students who choose the time they dedicate to study, how they decide to establish their routines, and all this from the comfort of the electronic device of their choice. The student will not have to participate in live classes, which in many cases they will not be able to attend. The learning activities will be done when it is convenient for them. They can always decide when and from where they want to study.







### The most comprehensive study plans at the international level

TECH is distinguished by offering the most complete academic itineraries on the university scene. This comprehensiveness is achieved through the creation of syllabi that not only cover the essential knowledge, but also the most recent innovations in each area.

By being constantly up to date, these programs allow students to keep up with market changes and acquire the skills most valued by employers. In this way, those who complete their studies at TECH receive a comprehensive education that provides them with a notable competitive advantage to further their careers.

And what's more, they will be able to do so from any device, pc, tablet or smartphone.



TECH's model is asynchronous, so it allows you to study with your pc, tablet or your smartphone wherever you want, whenever you want and for as long as you want"

# tech 24 | Study Methodology

#### Case Studies and Case Method

The case method has been the learning system most used by the world's best business schools. Developed in 1912 so that law students would not only learn the law based on theoretical content, its function was also to present them with real complex situations. In this way, they could make informed decisions and value judgments about how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

With this teaching model, it is students themselves who build their professional competence through strategies such as Learning by Doing or Design Thinking, used by other renowned institutions such as Yale or Stanford.

This action-oriented method will be applied throughout the entire academic itinerary that the student undertakes with TECH. Students will be confronted with multiple real-life situations and will have to integrate knowledge, research, discuss and defend their ideas and decisions. All this with the premise of answering the question of how they would act when facing specific events of complexity in their daily work.



### Relearning Methodology

At TECH, case studies are enhanced with the best 100% online teaching method: Relearning.

This method breaks with traditional teaching techniques to put the student at the center of the equation, providing the best content in different formats. In this way, it manages to review and reiterate the key concepts of each subject and learn to apply them in a real context.

In the same line, and according to multiple scientific researches, reiteration is the best way to learn. For this reason, TECH offers between 8 and 16 repetitions of each key concept within the same lesson, presented in a different way, with the objective of ensuring that the knowledge is completely consolidated during the study process.

Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.



# tech 26 | Study Methodology

### A 100% online Virtual Campus with the best teaching resources

In order to apply its methodology effectively, TECH focuses on providing graduates with teaching materials in different formats: texts, interactive videos, illustrations and knowledge maps, among others. All of them are designed by qualified teachers who focus their work on combining real cases with the resolution of complex situations through simulation, the study of contexts applied to each professional career and learning based on repetition, through audios, presentations, animations, images, etc.

The latest scientific evidence in the field of Neuroscience points to the importance of taking into account the place and context where the content is accessed before starting a new learning process. Being able to adjust these variables in a personalized way helps people to remember and store knowledge in the hippocampus to retain it in the long term. This is a model called Neurocognitive context-dependent e-learning that is consciously applied in this university qualification.

In order to facilitate tutor-student contact as much as possible, you will have a wide range of communication possibilities, both in real time and delayed (internal messaging, telephone answering service, email contact with the technical secretary, chat and videoconferences).

Likewise, this very complete Virtual Campus will allow TECH students to organize their study schedules according to their personal availability or work obligations. In this way, they will have global control of the academic content and teaching tools, based on their fast-paced professional update.



The online study mode of this program will allow you to organize your time and learning pace, adapting it to your schedule"

#### The effectiveness of the method is justified by four fundamental achievements:

- 1. Students who follow this method not only achieve the assimilation of concepts, but also a development of their mental capacity, through exercises that assess real situations and the application of knowledge.
- 2. Learning is solidly translated into practical skills that allow the student to better integrate into the real world.
- 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.



# Study Methodology | 27 tech

### The university methodology top-rated by its students

The results of this innovative teaching model can be seen in the overall satisfaction levels of TECH graduates.

The students' assessment of the teaching quality, the quality of the materials, the structure of the program and its objectives is excellent. Not surprisingly, the institution became the top-rated university by its students according to the global score index, obtaining a 4.9 out of 5.

Access the study contents from any device with an Internet connection (computer, tablet, smartphone) thanks to the fact that TECH is at the forefront of technology and teaching.

You will be able to learn with the advantages that come with having access to simulated learning environments and the learning by observation approach, that is, Learning from an expert.

# tech 28 | Study Methodology

As such, the best educational materials, thoroughly prepared, will be available in this program:



#### **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.

This content is then adapted in an audiovisual format that will create our way of working online, with the latest techniques that allow us to offer you high quality in all of the material that we provide you with.



#### **Practicing Skills and Abilities**

You will carry out activities to develop specific competencies and skills in each thematic field. Exercises and activities to acquire and develop the skills and abilities that a specialist needs to develop within the framework of the globalization we live in.



#### **Interactive Summaries**

We present 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, international guides... In our virtual library you will have access to everything you need to complete your education.

#### **Case Studies**

Students will complete a selection of the best case studies in the field. Cases that are presented, analyzed, and supervised by the best specialists in the world.

#### **Testing & Retesting**



We periodically assess and re-assess your knowledge throughout the program. We do this on 3 of the 4 levels of Miller's Pyramid.

#### **Classes**



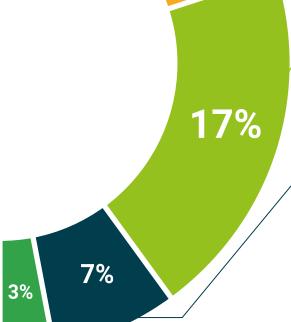
There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an expert strengthens knowledge and memory, and generates confidence for 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.







# tech 32 | Certificate

This private qualification will allow you to obtain a **Postgraduate Diploma in Classroom Conflict Resolution Techniques** 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** private qualification 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: Postgraduate Diploma in Classroom Conflict Resolution Techniques

Modality: online

Duration: 6 months

Accreditation: 18 ECTS



Mr./Ms. \_\_\_\_\_, with identification document \_\_\_\_\_ has successfully passed and obtained the title of:

#### Postgraduate Diploma in Classroom Conflict Resolution Techniques

This is a private qualification of 540 hours of duration equivalent to 18 ECTS, with a start date of dd/mm/yyyy and an end date of dd/mm/yyyy.

TECH Global University is a university officially recognized by the Government of Andorra on the 31st of January of 2024, which belongs to the European Higher Education Area (EHEA).

In Andorra la Vella, on the 28th of February of 2024



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

tech global university



# Postgraduate Diploma Classroom Conflict Resolution Techniques

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Global University
- » Accreditation: 18 ECTS
- » Schedule: at your own pace
- » Exams: online



Classroom Conflict Resolution Techniques

