

Negotiation and Conflict Resolution in Schools and Organisations

Duration: 5 Days

Language: en

Course Code: IND08-118

Objective

By the end of this course, participants will be able to:

- Understand the nature and sources of conflict in educational and organisational contexts.
- Apply effective communication techniques to prevent and de-escalate conflicts.
- Use structured approaches to resolve disputes constructively.
- Develop negotiation skills to reach mutually beneficial agreements.
- Foster an environment of respect, collaboration, and trust among stakeholders.
- Handle challenging conversations with confidence and empathy.

Audience

This course is ideal for:

- Teachers and school leaders managing staff, student, or parent conflicts.
- Managers, team leaders, and HR professionals in organisations.
- Education administrators and policy makers.
- Coaches, mentors, and facilitators.
- Anyone who wants to improve their negotiation and conflict resolution skills in professional settings.

Training Methodology

The course combines interactive presentations, role plays, group discussions, case studies, and hands-on practice. Participants will work through real-life scenarios and receive constructive feedback to refine their approach.

Summary

Conflict is a natural part of human interaction — and when handled constructively, it can lead to growth, innovation, and stronger relationships. In schools and organisations, the ability to negotiate effectively and resolve disputes is essential for fostering a positive, collaborative environment.

This course equips educators, leaders, and professionals with practical strategies to manage conflict, build consensus, and negotiate win-win solutions. Participants will develop the confidence and skills to turn tension into productive dialogue and strengthen the culture of their schools or organisations.

Course Content & Outline

Section 1: Understanding Conflict and Negotiation

- What is conflict? Common sources and types in schools and organisations.
- The difference between healthy and destructive conflict.
- The psychology of conflict and how people typically respond.
- Why negotiation matters: moving beyond compromise to collaboration.
- Activity: Analyse a conflict you have experienced and its outcome.

Section 2: Communication Skills for Conflict Prevention

- Active listening and showing empathy in difficult situations.
- Using “I” statements and neutral language to avoid escalation.
- Reading verbal and non-verbal cues during tense interactions.
- Activity: Practise de-escalating a heated discussion.

Section 3: Structured Approaches to Conflict Resolution

- The steps of conflict resolution: identify, understand, explore, agree, act.
- Mediation techniques for resolving disputes between others.
- Setting ground rules and creating safe spaces for dialogue.
- Workshop: Facilitate a mock conflict resolution session.

Section 4: Negotiation Strategies and Skills

- Key principles of negotiation: preparation, clarity, and flexibility.
- Win-win negotiation vs. win-lose and compromise.
- Identifying interests, not just positions.
- Handling power imbalances and managing difficult negotiators.
- Activity: Role play a negotiation scenario and reflect on the outcomes.

Section 5: Building a Culture of Collaboration

- Promoting respect, inclusivity, and shared goals.
- Embedding conflict resolution practices into organisational culture.
- Encouraging feedback and continuous improvement.
- Final activity: Develop a personal or institutional action plan for fostering effective conflict management and negotiation.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by The CPD Certification Service (CPD), and are certified under ISO 9001 and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Education, Management & Leadership

Tags

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