

Cert Course Name	–	<u>PARENT COMMUNICATION, CONFLICT MANAGEMENT, AND TRUST BUILDING</u>
Course Duration	–	Module based completion / Total 06 Modules / 24x7 Virtual Support (<u>CNO SP57</u>)
Course Mode	–	Online / Downloadable & Reusable Materials / Guide Assisted / Practice Based
Learning Mode	–	Email Based / Whats App Based/ Session Based (6 sessions for 6 modules)
Eligibility	–	Teachers/ Educators / Special Educators/ Counsellors / School Heads/ Managers
Interaction	–	24/7 Advisor Call Support – 24/7 Guide Email Support / Self-paced or Scheduled

Learning Objective : This course equips principals, school leaders, and academic coordinators with advanced skills to manage parent communication effectively, handle conflict professionally, and build long-term trust with families. Participants learn how leadership communication, transparency, and consistency directly influence school credibility, parent satisfaction, and institutional stability.

Course Modules	Brief Course Module Descriptions		
SP5701 – Understanding Parent Expectations and Anxiety	This module explores why parent anxiety increases around academics, discipline, safety, and future outcomes. Leaders learn how social comparison, competition, and fear shape parent behaviour. Understanding emotional drivers helps leaders respond strategically rather than reactively.		
SP5702 – Building Proactive and Transparent Communication Systems	Focuses on creating structured, proactive communication channels with parents. Leaders learn how clarity, regular updates, and consistency reduce conflict. Institutional communication is prioritised over ad-hoc responses.		
SP5703 – Managing Difficult Conversations and Complaints	Explores strategies for handling complaints, dissatisfaction, and emotionally charged interactions. Leaders learn how to listen without defensiveness, respond without escalation, and maintain professionalism. Documentation and follow-up are emphasised.		
SP5704 – Conflict Resolution and De-Escalation Strategies	Focuses on resolving disputes involving teachers, students, or school decisions. Leaders learn mediation techniques, boundary setting, and neutral language. Preventing conflict spillover into staff morale is prioritised.		
SP5705 – Building Trust Through Fairness and Consistency	Examines how perceptions of fairness influence parent trust. Leaders learn how consistent policy application and transparent decision-making strengthen credibility. Managing perceptions of bias is discussed.		
SP5706 – Sustaining Long-Term Parent-School Partnerships	Explores strategies to move beyond transactional communication to partnership. Leaders learn how to involve parents constructively while maintaining institutional authority. Trust is positioned as a long-term leadership asset.		
Course Mode	Email Based (with guide assistance)	Whats App Based (with guide assistance)	Session Based (with 6 one-to-one sessions)
Course Fee	₹4200 - Indian learners \$90 – Intl. Learners	₹5600 - Indian learners \$120 – Intl. Learners	₹8200 - Indian learners \$210 – Intl. Learners

For Admissions -

To Know about Course details and Commencement dates, Text or WhatsApp Course No and Your Email ID to 0091 9600 8000 20 or email us at info@wiseteacher.in