

Cert Course Name	–	CONFLICT RESOLUTION AND DIFFICULT CONVERSATIONS IN SCHOOLS
Course Duration	–	Module based completion / Total 06 Modules / 24x7 Virtual Support (CNO SP59)
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 the skills to handle conflict and difficult conversations involving teachers, parents, students, and staff with clarity, fairness, and emotional intelligence. Participants learn structured approaches to resolve disputes, protect relationships, and maintain institutional credibility while upholding school values and policies.

Course Modules	Brief Course Module Descriptions		
SP5901 – Understanding Conflict in School Settings	This module explores why conflict is common in schools due to high emotional stakes, multiple stakeholders, and pressure-filled environments. Leaders learn to distinguish task conflict from relationship conflict. Conflict is reframed as a leadership responsibility rather than a failure.		
SP5902 – Leader Mindset and Emotional Regulation During Conflict	Focuses on the leader's emotional state during difficult conversations. Participants learn how fear, anger, or defensiveness escalate conflict. Practical strategies for staying calm, neutral, and grounded are introduced.		
SP5903 – Preparing for Difficult Conversations	Explores how preparation determines the outcome of challenging discussions. Leaders learn how to clarify purpose, gather facts, anticipate reactions, and choose appropriate language. Structure replaces impulsive reactions.		
SP5904 – Conducting Difficult Conversations with Teachers and Staff	Focuses on performance issues, resistance, complaints, and accountability conversations with staff. Leaders learn how to balance firmness with respect. Protecting dignity while maintaining standards is emphasised.		
SP5905 – Managing High-Stakes Conversations with Parents and Students	Examines emotionally charged conversations involving complaints, discipline, or dissatisfaction. Leaders learn de-escalation strategies, boundary setting, and solution-focused dialogue. Documentation and follow-up are prioritised.		
SP5906 – Resolving Conflict and Restoring Trust	Explores steps to close conflicts constructively and rebuild working relationships. Leaders learn how to ensure clarity, agreement, and closure. Long-term trust and institutional stability are emphasised.		
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