Training Course on Conflict Management Skills for Educational Leaders

Professional Development Training Course Outline

Category	Educational Leadership and Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's dynamic educational environments, effective conflict management skills are essential for fostering a positive, productive, and inclusive school culture. Educational leaders must navigate diverse perspectives, manage stakeholder tensions, and resolve internal disputes efficiently to ensure institutional harmony and improved student outcomes. Training Course on Conflict Management Skills for Educational Leaders is tailored to equip school principals, academic deans, department heads, and other educational leaders with the critical skills and knowledge to prevent, identify, and resolve conflicts within educational settings using practical, research-driven strategies.

With the rise of complex educational challenges and multi-stakeholder environments, school leaders require emotional intelligence, cultural competence, and collaborative problem-solving techniques to reduce conflict escalation. This course integrates real-world case studies, simulation exercises, and modern conflict resolution frameworks to prepare educational professionals to lead with confidence, empathy, and accountability in high-stakes situations.

Programme Curriculum

Training Course on Conflict Management Skills for Educational Leaders

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Course Objectives

1. Understand the nature and causes of conflicts in educational settings.
2. Analyze different types of conflicts: interpersonal, intergroup, and organizational.
3. Develop emotional intelligence to manage difficult conversations.
4. Apply strategic communication skills to de-escalate tense situations.
5. Employ mediation and negotiation techniques effectively.
6. Promote inclusive leadership to reduce cultural and identity-based conflicts.
7. Design conflict-prevention policies aligned with school values.
8. Foster a growth mindset and conflict-positive culture among staff and students.
9. Implement proactive conflict assessment tools.
10. Build collaborative relationships with teachers, parents, and students.
11. Handle resistance and power struggles within educational teams.
12. Evaluate and reflect on personal conflict management styles.
13. Leverage restorative practices to address conflicts and repair relationships.

Target Audiences

1. School Principals
2. Academic Deans
3. Department Heads
4. School Counselors
5. Curriculum Coordinators
6. School Board Members
7. Educational Policy Makers
8. Teacher Leaders

Course Duration: 5 days

Course Modules

Module 1: Foundations of Conflict in Education

- Defining conflict in school environments
- Common triggers and sources of conflict
- Types of conflict (staff-staff, teacher-parent, student-administration)
- Impacts of unresolved conflict on learning and culture
- Diagnostic tools for conflict mapping
- *Case Study: “The Parent-Teacher Clash Over Grading Bias”*

Module 2: Emotional Intelligence in Leadership

- Self-awareness and emotional regulation
- Building empathy and active listening
- Managing personal triggers
- Leadership styles and conflict
- Developing interpersonal sensitivity
- *Case Study: “Handling the Heated Staff Meeting”*

Module 3: Communication Strategies for De-escalation

- Assertive vs. aggressive communication
- Framing language to reduce defensiveness
- Non-verbal cues and tone management
- Conflict communication models (e.g., NVC)
- Encouraging open dialogue and feedback
- *Case Study: "Miscommunication Between Departments"*

Module 4: Mediation and Negotiation Skills

- Steps in the mediation process
- Win-win negotiation strategies
- Third-party conflict intervention roles
- Neutrality and fairness in mediation
- Documenting resolutions effectively
- *Case Study: "Negotiating Class Schedules with Teachers"*

Module 5: Inclusive and Culturally Responsive Leadership

- Understanding identity-based conflicts
- Bias awareness and inclusivity in decision-making
- Creating safe spaces for all voices
- Bridging cultural communication gaps
- Empowering marginalized groups
- *Case Study: "Addressing Racial Tension in Student Discipline"*

Module 6: Conflict Prevention Policies and Culture Building

- Drafting conflict-prevention policies
- Creating systems for anonymous reporting
- Training staff in proactive strategies
- Encouraging a culture of respect and accountability
- Monitoring and revising conflict protocols
- *Case Study: "Implementing a Conflict Early Warning System"*

Module 7: Restorative Practices in Schools

- Philosophy and principles of restorative justice
- Circles, conferencing, and peer mediation
- Reintegrating after harm or conflict
- Involving the community in healing
- Measuring success of restorative outcomes
- *Case Study: "Using Restorative Circles After a Student Fight"*

Module 8: Self-Reflection and Professional Growth

- Assessing personal conflict style (Thomas-Kilmann)
- Reflective journaling and peer feedback
- Setting personal goals for improvement
- Practicing mindfulness under pressure
- Using coaching and supervision for growth
- *Case Study: "The Leader's Journey: From Reactive to Reflective"*

Training Methodology

- Interactive workshops with group activities
- Role-playing and simulation of conflict scenarios

- Guided reflection and journaling
- Video analysis and critical discussion
- Case study reviews with solution brainstorming
- Digital resources and toolkit downloads

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com