

Here's a structured training program to prepare the cohort for Conflict Resolution and Mediation in educational settings:

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## **Training Program: Preparing Educators for Conflict Resolution and Mediation in the Classroom**

### **Objective**

To equip participants with the knowledge, skills, and strategies needed to address conflicts and mediate effectively in educational settings and to confidently present their findings and insights to the Community of Practice (COP).

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### **1. Digital Learning Coursework (Approx. 2 hours)**

**Goal:** Build foundational knowledge of conflict resolution and mediation in education.

#### **Structure and Content**

1. **Module 1: Introduction to Conflict Resolution and Mediation (30 mins)**
  - Definitions of conflict resolution and mediation in the context of education.
  - Types of conflicts commonly encountered in schools (e.g., student-student, teacher-student, teacher-parent).
  - Benefits of proactive conflict management in fostering positive learning environments.
2. **Module 2: Theoretical Frameworks and Strategies (45 mins)**
  - Overview of conflict resolution models (e.g., interest-based, restorative practices).
  - Key principles of mediation: neutrality, confidentiality, and mutual respect.
  - The role of cultural sensitivity in Caribbean classrooms.
3. **Module 3: Practical Tools for Educators (45 mins)**
  - Techniques for de-escalating conflicts (e.g., active listening, nonviolent communication).
  - Steps for conducting effective mediation sessions in schools.
  - Introducing peer mediation programs and empowering students to resolve conflicts.

#### **Delivery Method**

- Interactive videos and real-life scenarios.
  - Downloadable guides (e.g., conversation scripts, mediation flowcharts).
  - Self-assessment quizzes and reflective exercises.
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## **2. In-Person Participants Meeting (Approx. 3 hours)**

**Goal:** Foster collaboration and contextual understanding through discussions, group activities, and planning.

### **Agenda**

1. **Welcome and Icebreaker Activity (15 mins)**
    - “Conflict Stories” activity: Participants share an example of a conflict they’ve witnessed or experienced and how it was resolved.
  2. **Expert Presentation: Conflict Resolution in Caribbean Schools (30 mins)**
    - Delivered by an experienced mediator or educator in Caribbean settings.
  3. **Group Activity: Conflict Analysis (45 mins)**
    - Participants work in small groups to analyze case studies of school-based conflicts.
    - Identify the root causes, stakeholders involved, and potential resolution strategies.
  4. **Collaborative Workshop: Designing Conflict Resolution Activities (1 hour)**
    - Groups design activities or role-play scenarios to teach conflict resolution skills to students.
    - Facilitator provides guidance on cultural relevance and practicality.
  5. **Open Discussion and Q&A: Addressing Challenges (30 mins)**
    - Participants share concerns or potential challenges they foresee.
    - Group brainstorming to identify solutions and strategies for overcoming these challenges.
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## **3. Hands-On Practical Application (Approx. 3 hours)**

**Goal:** Provide participants with an opportunity to practice and refine their skills.

### **Activities**

1. **Conflict Role-Playing Scenarios (1 hour)**
  - Participants act out common school conflicts, alternating roles as mediator, disputants, and observers.
  - Scenarios may include:
    - Resolving a student-student disagreement.
    - Mediating a parent-teacher conflict.
    - Addressing a bullying situation with restorative dialogue.
  - Facilitator feedback focuses on techniques, tone, and approach.
2. **Mock Mediation Sessions (1 hour)**
  - Participants simulate full mediation sessions, incorporating cultural considerations.
  - Observers provide feedback using evaluation rubrics.
3. **Mock COP Presentation Practice (1 hour)**

- Teams present their knowledge of conflict resolution and mediation, including strategies, case studies, and proposed activities for schools.
  - Feedback from peers and facilitators to improve clarity, relevance, and presentation skills.
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## **Program Resources**

- Pre-training reading materials on conflict resolution and mediation principles.
  - Access to online forums for resource sharing and collaboration.
  - Templates for conflict resolution plans, mediation agreements, and activity outlines.
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## **Expected Outcomes**

By the end of the training, participants will:

1. Understand key principles of conflict resolution and mediation in education.
2. Be equipped with practical tools and techniques to mediate conflicts effectively.
3. Deliver an engaging and informed presentation to the COP.