

CONFLICT MANAGEMENT, EMOTIONAL INTELLIGENCE AND BULLYING PREVENTION

12-17.02.2024, FLORENȚA, ITALIA

PROIECT NR. 2023-1-RO01-KA122-SCH-000134992

**„EDUCAȚIA DE VALOARE+, UN PUZZLE 3D: DIGITALIZARE,
DEZVOLTARE DURABILĂ, DIVERSITATE PENTRU INCLUZ!UNE”**

Participanți:

- ❖ IOANA-CRISTINA APOSTOL
- ❖ IONELA MIHĂILESCU
- ❖ GEANINA-NICOLETA SUFICEANU

Sesiune de diseminare

europass
Teacher
Academy

SCOPUL CURSULUI

Cursul a urmărit înțelegerea dinamicii de grup în mediul educațional și sporirea capacității cadrelor didactice de a modela și încuraja educația emoțională în rândul elevilor de astăzi - și al cetățenilor activi de mâine.

De asemenea, cursul a vizat dobândirea abilităților necesare pentru a promova relații armonioase, bazate pe empatie și asertivitate, între actorii procesului instructiv-educativ (elevi-profesori-părinți) și un climat mai pozitiv în școală, coordonate esențiale în crearea unui mediu propice învățării.

<https://www.teacheracademy.eu/course/conflict-management-emotional-intelligence-and-bullying-prevention/>

PROGRAMUL CURSULUI

Ziua 1

Introducere

Ziua 2

**Importanța
lucrului în
echipă**

Ziua 3

**Strategii
practice
pentru clasa
de elevi**

Ziua 4

**Medierea
conflictelor și
consolidarea
relațiilor**

Ziua 5

**Instrumente
pentru
crearea unui
mediu de
siguranță
emoțională**

Ziua 6

Evaluare



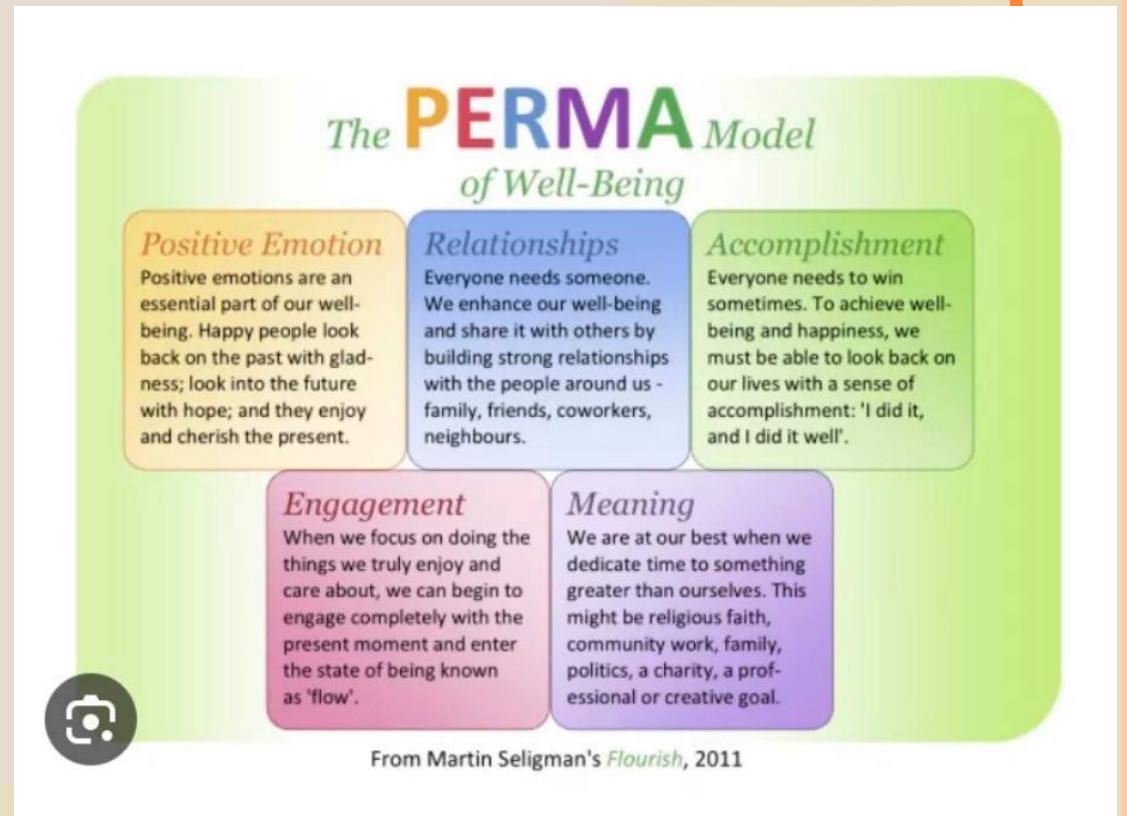
ZIUA I:

- ❖ Prezentarea cursului (<https://www.teacheracademy.eu/course/conflict-management-emotional-intelligence-and-bullying-prevention/>) și a participanților:
- ❖ August Bebel Grundschule, Leipzig, Germania (<https://www.bebel-grundschule.de/>)
- ❖ Ballinteer Community School, Dublin, Irlanda (www.ballinteercs.ie)
- ❖ Școala Primară Allažu, Letonia (<https://allazupamatskola.lv/>)
- ❖ Instituto de Educación Secundaria Ies Velad Al Hama, Vélez-Rubio, Almería, Spania (<https://blogsaverroes.juntadeandalucia.es/iesveladalhamar/>)



CADRUL PERMA ÎN PSIHOLOGIA POZITIVĂ

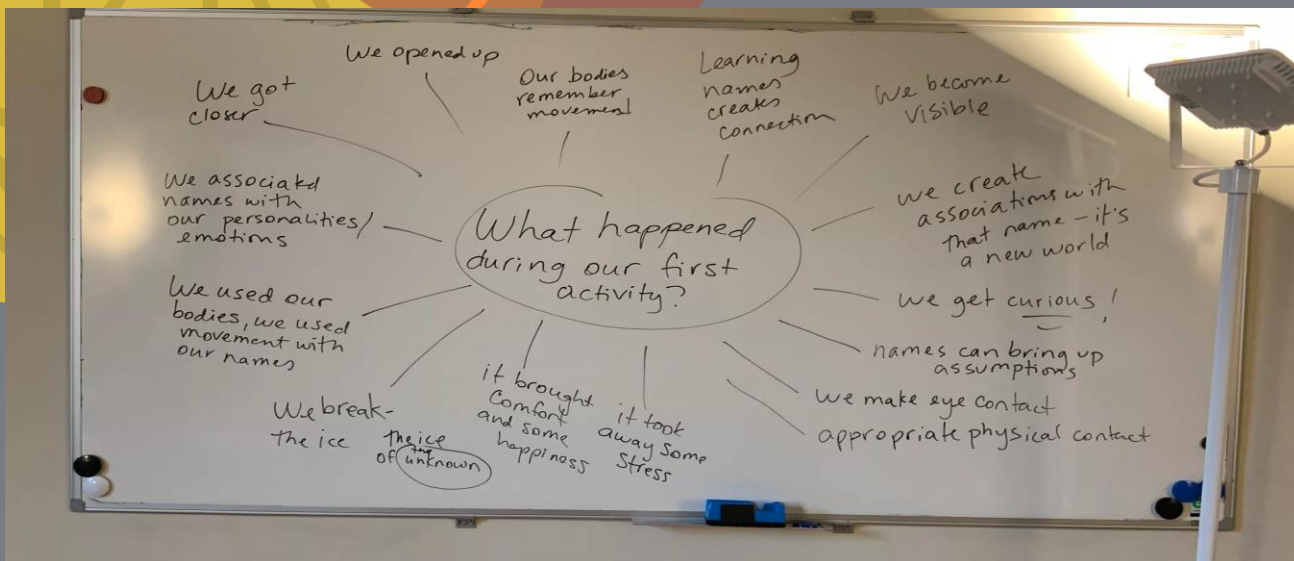
P – positive emotion
E – engagement
R – relationships
M – meaning
A – accomplishment



DINAMICA GRUPULUI - ACTIVITĂȚI DE INTERCUNOAȘTERE

Nume și gest

Și emoțiile negative sunt importante



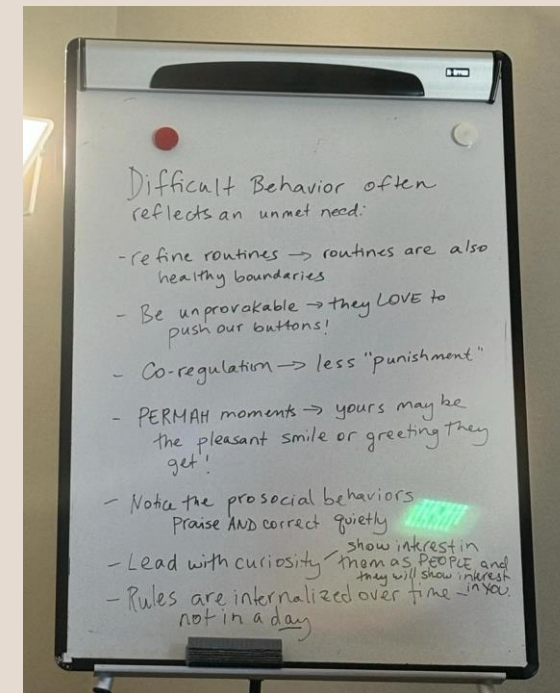
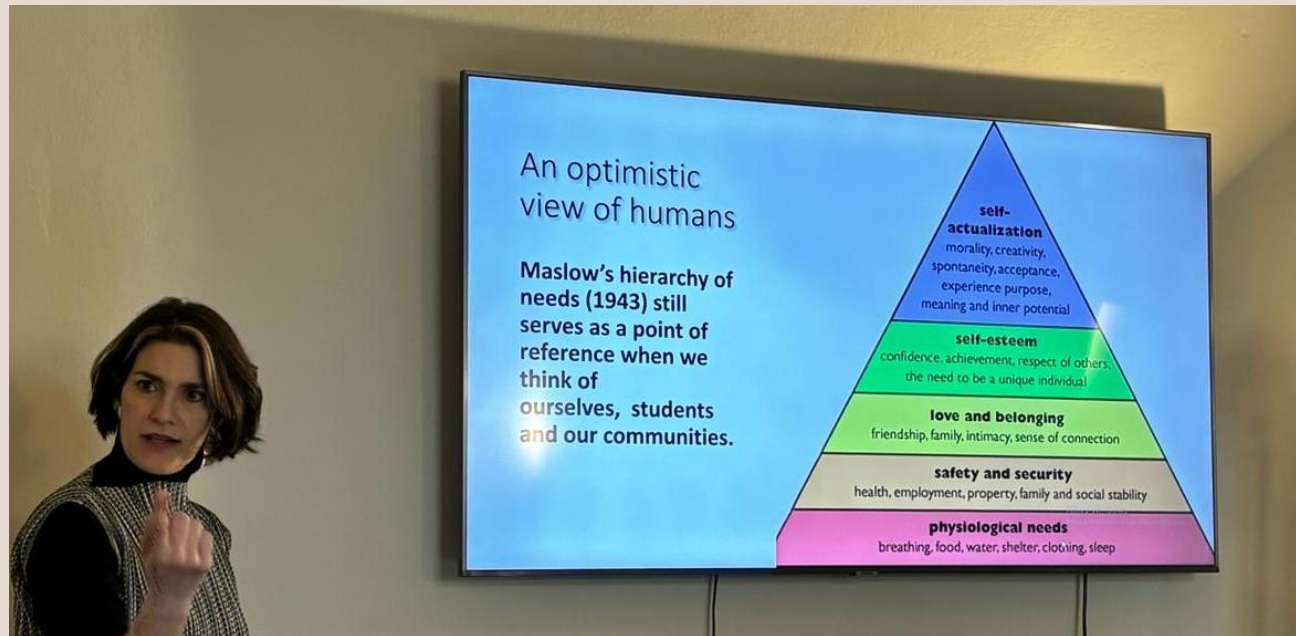
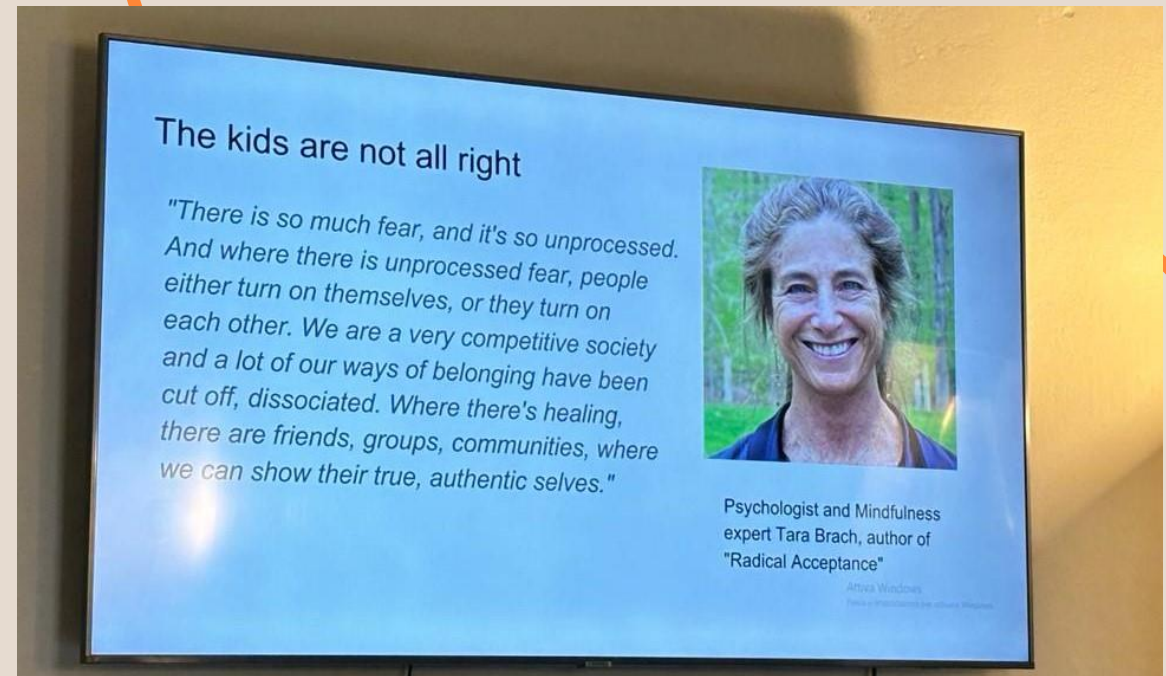
3X3X3

Having the space to talk about ourselves for 3 minutes while the other listens attentively, then returning the favor. How difficult is it to listen? How hard is it to express ourselves?

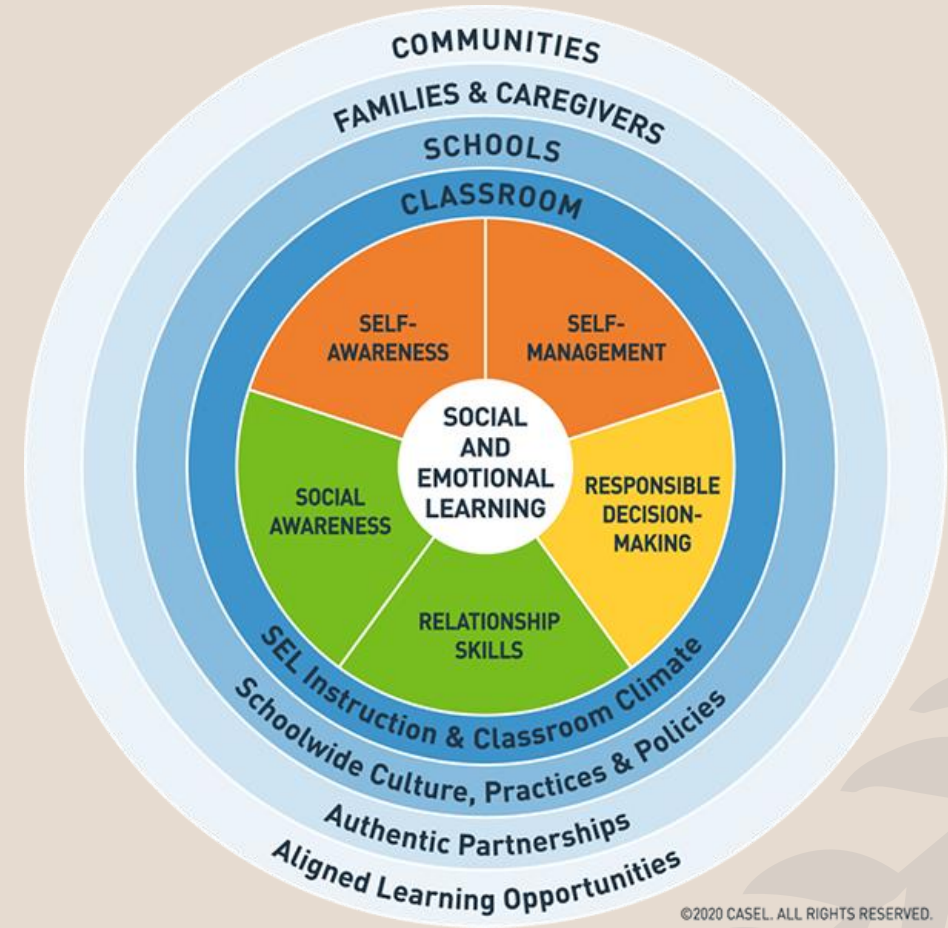
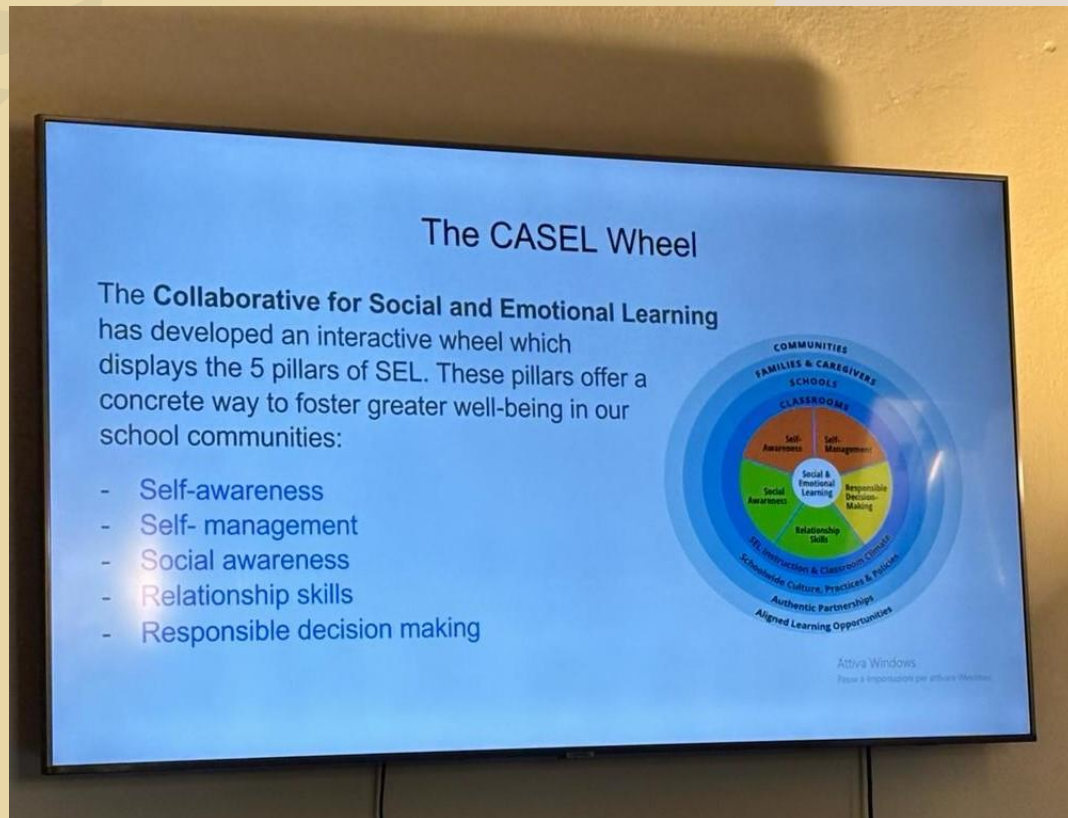


ZIUA II:

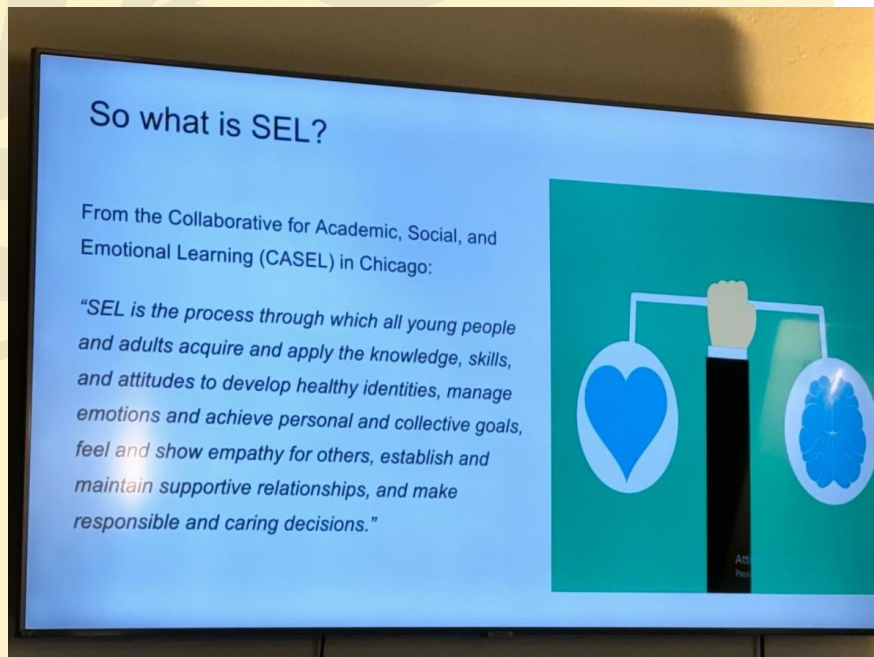
- ❖ Piramida lui Maslow
- ❖ Ce se ascunde în spatele comportamentelor dificile?
- ❖ Cadrul SEL CASEL



CASEL (COLABORAREA PENTRU ÎNVĂȚAREA SOCIO-EMOȚIONALĂ)



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SEL este procesul prin care toți tinerii și adulții dobândesc și aplică cunoștințele, abilitățile și atitudinile necesare pentru a dezvolta identități sănătoase, a gestiona emoțiile și a atinge obiective personale și colective, a simți și a manifesta empatie față de ceilalți, a stabili și a menține relații de sprijin și a lua decizii responsabile și constructive.

<https://www.youtube.com/watch?v=ouXhiCIBVg>



ZIUA III

- ❖ Dezvoltarea inteligenței emoționale
- ❖ Vocabularul emoțiilor

Inteligența emoțională (cunoscută și sub numele de coeficient emoțional sau EQ) este abilitatea de a înțelege, utiliza și gestiona propriile emoții în mod pozitiv pentru a reduce stresul, a comunica eficient, a empatiza cu ceilalți, a depăși provocările și a dezamorsa conflictele.

Children and Adolescents experience unpleasant emotions with great intensity. Developing higher EQ helps them "listen" to themselves better, so they can decide **how** to communicate our sensations, emotions and thoughts, **authentically yet respectfully.**

"Out-of-control emotions can make smart people stupid."
— Daniel Goleman, [Working with Emotional Intelligence](#)

Learn the vocabulary of emotions

There are Emotion Wheels for little kids and detailed ones like this for teens and adults.

This can be used across curriculum. Learning the nuance of emotional vocabulary, describing what these emotions feel like in the body, describing them with metaphor, drawing them... all enrich our Emotional and Social Intelligence!

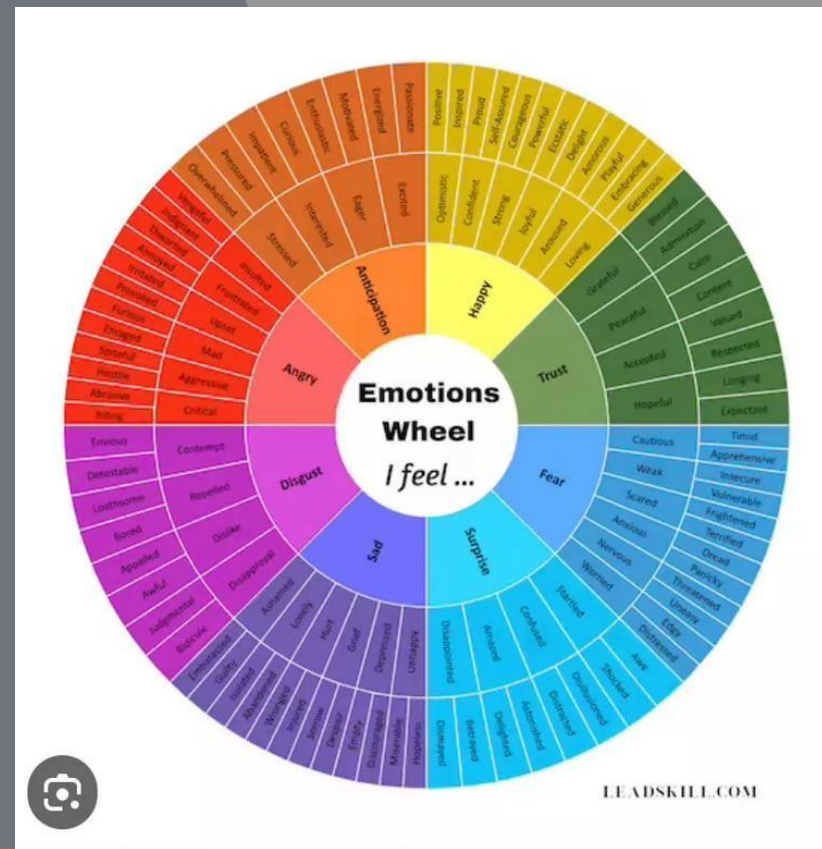
Susan Gagliano - Europass Teacher Academy

@AVANMUIJEN

VOCABULARUL EMOȚIILOR

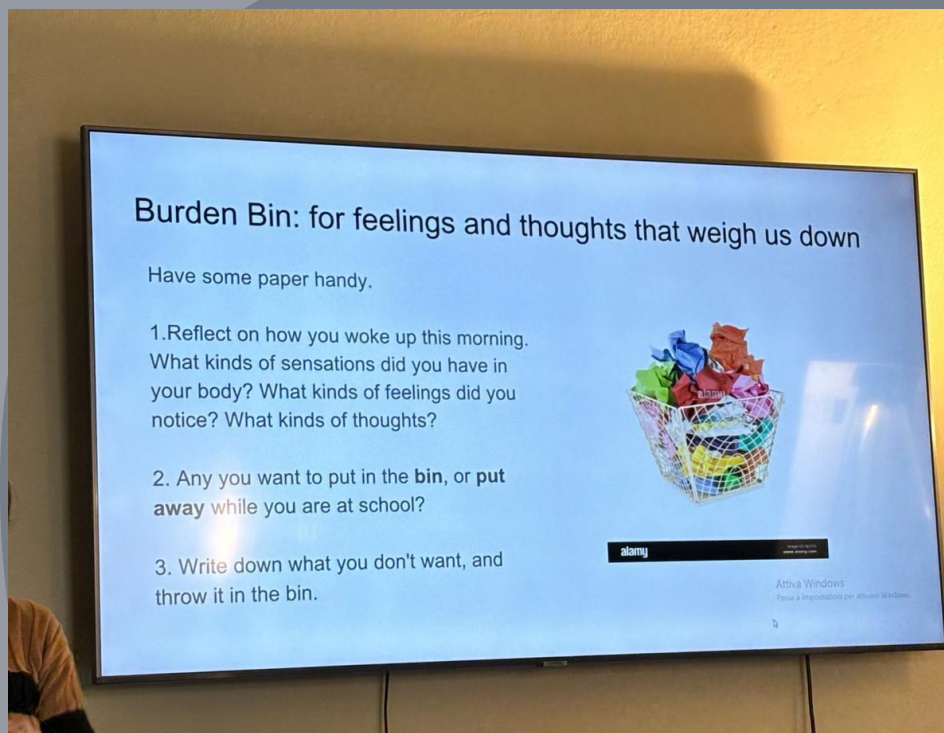
Pentru cei mici

Pentru cei mari

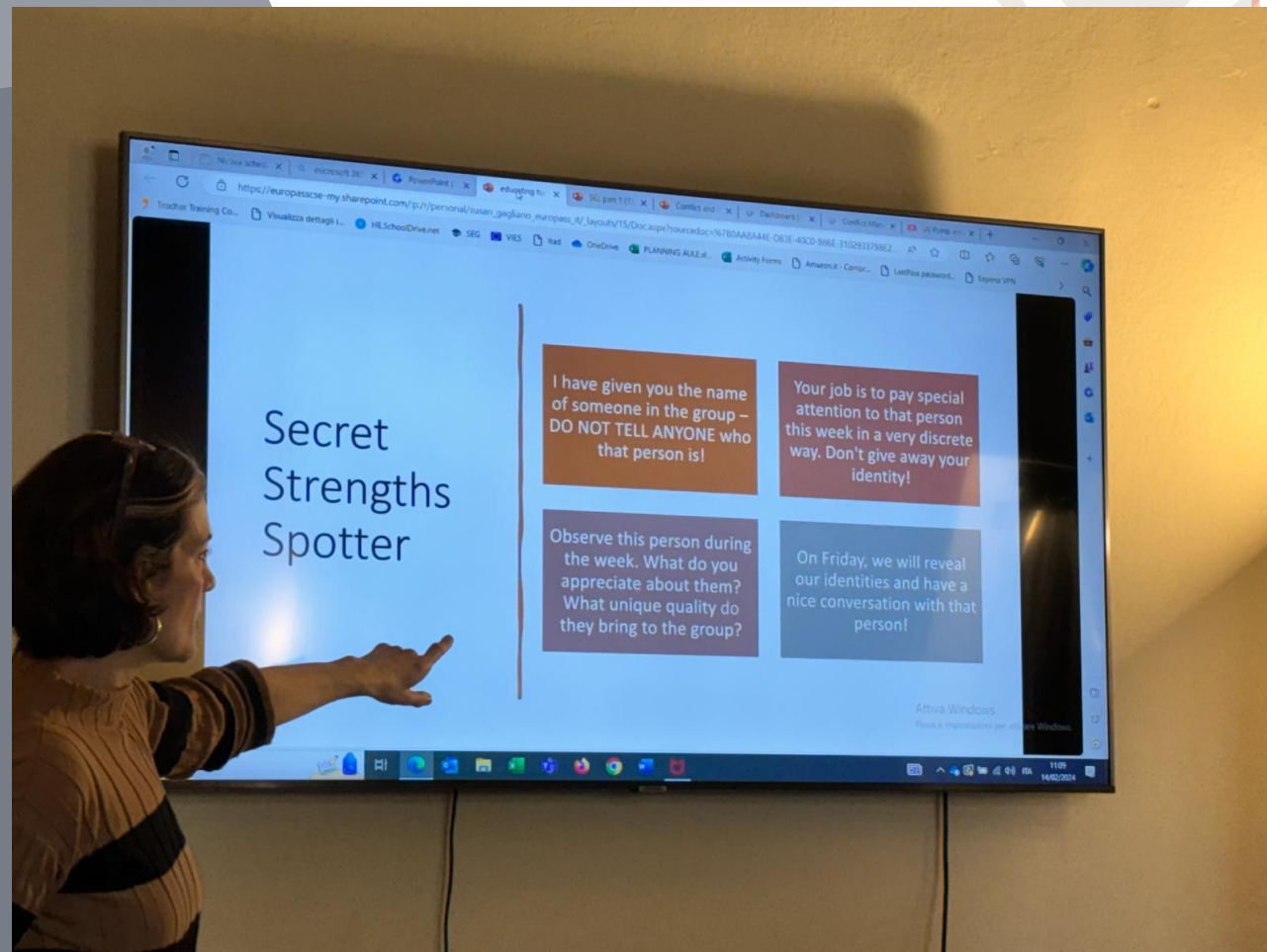


Activități practice

Coșul de gunoi pentru emoții și gânduri care ne împovărează







Detectivul calităților



ZIUA IV:

- ❖ Managementul Conflictului
- ❖ Ce trebuie să știm
- ❖ Cauzele conflictului
- ❖ Medierea conflictelor
- ❖ Conflictul la școală și în clasă


What they need to know

-  The importance of good sleep hygiene – it affects everything we do
-  That conflict is inevitable as we are all unique people, with different perspectives, experiences, expectations
-  That conflict generates many emotions all at once which can confuse our rational brain
-  That conflict is often an opportunity to get more "real", to clear up any confusion, to even become better friends

Pre-Conflict Strategies

There is a lot we can do to prepare the soil for Conflict Management. Dedicating time to teaching them about our brains, about our reactivity, about how social media can also keep our Amygdala in our Limbic system overly-reactive.

It's important to talk about these things with empathy – towards them AND ourselves.



Attiva Windows
Resta di Impostazioni per attivare Windows

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Cum mediem un conflict?

Sursele conflictului

The sources of conflict

- Control over resources
- Interdependent work; individual approaches
- Differences in goals
- Communication problems
- Differences in perceptions and values
- Work environment, organization
- Difference in personality and attitude
- Unclear authority structures.... And so on

**10% of conflicts are due to difference in opinion.
90% are due to wrong tone of voice.**

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Conflict Resolution as part of a class system

- Establish and post **steps for conflict resolution** in your classroom. Review them often.
- Encourage them to first **find a solution on their own** before requesting an adult's help. An adult might interfere or not fully understand. "Whoever has the problem has the solution."
- Discuss the possible **consequences** of different behaviors. Use role plays for more "advanced" groups.

The Seven Steps to Effective Conflict Resolution

- #1 Identify and clearly define the real problem.
- #2 Brainstorm solutions.
- #3 Evaluate the solutions.
- #4 Choose the best win/win solution.
- #5 Implement this solution.
- #6 Choose a follow up date to evaluate.
- #7 Celebrate your success!

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CONFLICTUL LA ȘCOALĂ ȘI ÎN CLASĂ


Who can be in conflict at school?

- Student vs. Student
- Group of students vs. Individual student
- Teacher vs. Student
- Teacher vs. Teacher
- Teachers vs. Administration/Management
- Teachers vs. Families
- Families vs. Families
- Families vs. Administration
- Myself vs. Myself

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MEDIATION PROCESS

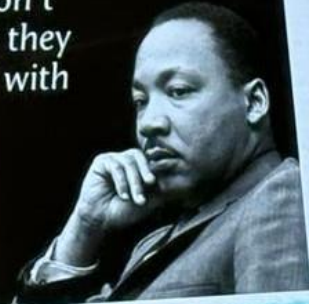
- Ground rules
 - Confidential
 - Dialogue
 - One person at a time
 - "I" statements
 - Solution-focused conversation
- Statement of the issues (recap)
- Definition of the issues (why is this causing such conflict)
- Developing alternatives that are realistic, attainable and agreeable
- Conclusion/Compromise/Agreement
- Follow-up / Formalize Agreement



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Communication is at the root of managing conflict

"People fail to get along because they fear each other; they fear each other because they don't know each other; they don't know each other because they have not communicated with each other."



- Martin Luther King Jr

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ZIUA V:

- ❖ (Cyber)Bullying
- ❖ Comunicarea non-violentă
- ❖ Studii de caz



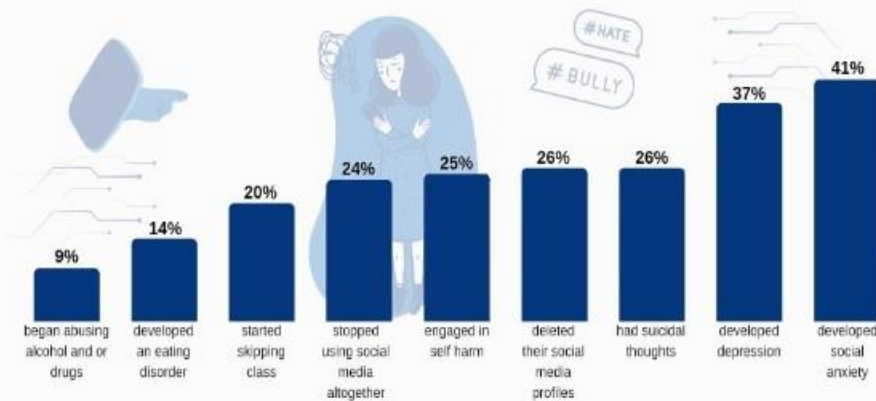
Cyberbullying is a real problem in today's society

- Overall, **36.5 percent** of people feel they have been cyberbullied in their lifetime, and **14.4 percent** have reported it has happened at some point in the last 30 days.^[1]
- **60 percent** of teenagers have experienced some sort of cyberbullying.^[2]
- **70 percent** of teenagers have reported someone spreading rumors about them online.^[3]
- **87 percent** of young people have seen cyberbullying occurring online.^[4]
- **95 percent** of teenagers are connected to the internet and **85 percent** of them are using social media.^[5]



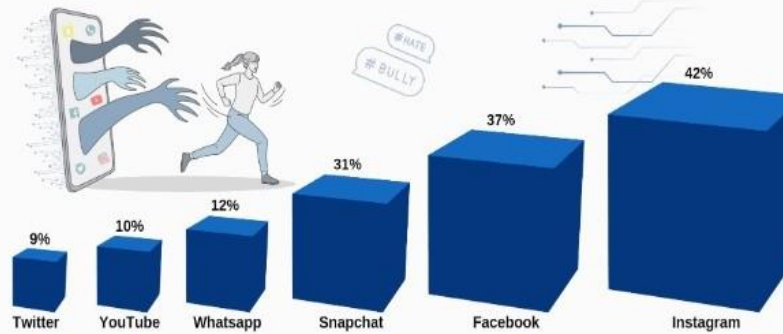
Broadband Search

Issues Kids Feel Result From Cyberbullying



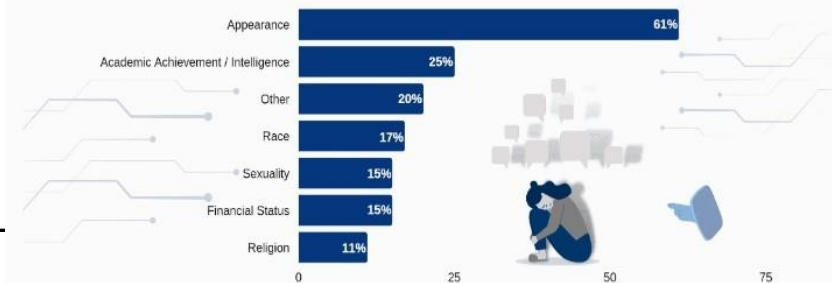
Broadband Search

Where are People Cyberbullied?



Broadband Search

Main Reason People Get Cyberbullied



Broadband Search

<https://padlet.com/EUROPASS22/conflict-management-emotional-intelligence-and-bullying-prev-210mb3bm9h3jwhz5/wish/2881125274>

Comunicarea non-violenta



A WAY TO RESOLVE
DIFFERENCES
PEACEFULLY...

- EMPATHETICAL LISTENING
- HONEST EXPRESSING



IT TEACHES US TO
UNDERSTAND & EXPRESS
OUR FEELINGS



Make a
clear
request

express the
"need" behind
the feeling

Of what we want
from the other
person!!



<https://padlet.com/EUROPASS22/conflict-management-emotional-intelligence-and-bullying-prev-210mb3bm9h3jwhz5/wish/2884640202>

THE MORE DIRECTLY WE CAN CONNECT OUR FEELINGS
AND OUR NEEDS
THE EASIER IT IS FOR
OTHERS TO RESPOND
COMPASSIONATELY

Today's

BIG Idea



MARSHAL ROSENBERG

NONVIOLENT COMMUNICATION

THE PURPOSE OF NONVIOLENT COMMUNICATION

HELP US
CONNECT WITH
OURSELVES &
OTHERS...

IN A WAY THAT MAKES
COMPASSIONATE GIVEN
NATURAL!! +

EVERY ONE'S Needs
ARE MET

CREATE A
CONNECTION
WITH OTHERS





ZIUA VI:

- ❖ Evaluarea
- ❖ Acordarea certificatelor de participare
- ❖ Dincolo de curs...Florența, orașul Renasterii







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