

Conflict Management: Staff-to-Staff

Estimated time to complete: 15 - 20 minutes

Course Description

SafeSchools Conflict Management: Staff to Staff course provides basic conflict management skills training for all school or school district employees. This course describes the most common reasons for conflicts among co-workers in school; teaches the most effective techniques to resolve common disagreements; and helps staff members use problem-solving strategies to keep a conflict from escalating. In addition, the course includes an excellent array of support resources for instructors and printable reference materials for course-takers.

Common Themes

- Appropriate for all staff – professional and support
- Provides a basic primer on conflict resolution strategies
- Includes two interactive scenarios illustrating correct and incorrect responses
- Scenarios illustrate both certified and certified staff conflicts
- Emphasis is placed on techniques for staff members to solve their own conflicts without third party intervention
- Differentiates between conflicts (not requiring escalation) and potentially dangerous situations (threats of physical harm, sexual harassment, etc.)

Authors

Dr. JoLynn Carney is a faculty member in the Department of Counseling at Penn State University and a Licensed Professional Clinical Counselor. Her research and publications focus on the areas of conflict resolution, youth violence, peer-on-peer abuse, and adolescent suicide. *Dr. Richard Hazler* is a Professor of Counselor Education at Penn State University. He is particularly well known for his work in the areas of bullying, peer-on-peer abuse, and youth violence.

Instructor Support Materials

SafeSchools courses come with instructor materials to aid current training practices. Included with the course are PowerPoint presentations, lesson plans, case studies, assessment, sample memos, policy guides, and support material.

Training Environments

SafeSchools is ideal for a blended learning environment, complementing in-service or video training, or as a stand-alone training course. The *SafeSchools* approach engages the learner in an e-learning environment; while a Compliance Management System automatically tracks his/her progress through the courses. This assists the district administrator or training coordinator in demonstrating compliance.

For a free evaluation, email info@safeschools.com or call 1-800-434-0154.