



Mastering Non-Violent Communication and De-Escalation Techniques for Constructive Conflict Resolution

Introduction

The main objective of this lesson is to provide adults with the skills and knowledge necessary to master non-violent communication and de-escalation techniques in conflict situations. The title reflects the importance of constructive communication and conflict resolution in personal and professional relationships. Participants will develop essential skills to improve their relationships and resolve conflicts in a constructive manner.

Objectives

- Analyze conflict situations in the school environment and identify different stakeholders
- Evaluate strategies for managing stress and emotions in conflict situations
- Create a plan to master a conflict situation
- Apply non-violent communication and de-escalation techniques in conflict situations



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Sensitization to the School Environment

Define the concept of sensitization to the school environment and discuss the importance of understanding the stakes and identifying different stakeholders. Use concrete examples to illustrate the concepts and provide guidance on how to apply the concepts in real-life situations.

Understanding the Stakes

- Identify the key stakeholders in the school environment
- Understand the interests and needs of each stakeholder
- Analyze the potential conflicts that may arise between stakeholders



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Mastering a Conflict Situation

Presents the skills necessary to master a conflict situation, including the management of stress and emotions in conflict situations. Use practical exercises to help participants develop these skills and provide guidance on how to apply the skills in real-life situations.

Managing Stress and Emotions

- Identify the physical and emotional signs of stress and anxiety
- Develop strategies for managing stress and emotions in conflict situations
- Practice relaxation techniques to reduce stress and anxiety



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Adapting Posture to the Interlocutor

Presents the concepts of adapting posture to the interlocutor, including the detection of weak signals and the mastery of de-escalation techniques. Use concrete examples to illustrate the concepts and provide guidance on how to apply the concepts in real-life situations.

Detecting Weak Signals

- Identify the verbal and non-verbal cues that indicate a person is becoming agitated or defensive
- Develop strategies for responding to weak signals in a constructive manner
- Practice active listening to improve communication and reduce conflict



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Non-Violent Communication

Presents the principles of non-violent communication, including the importance of active listening, empathy, and assertiveness. Use practical exercises to help participants develop these skills and provide guidance on how to apply the skills in real-life situations.

Active Listening

- Define active listening and its importance in conflict resolution
- Develop strategies for improving active listening skills
- Practice active listening in a role-play scenario



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Conclusion

Summarize the key concepts presented in the lesson and ask participants to share their reflections and experiences. Evaluate the skills and knowledge acquired during the lesson.

Evaluation

- Evaluate the effectiveness of the lesson in achieving its objectives
- Identify areas for improvement and provide feedback
- Develop a plan for continued practice and improvement



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Additional Resources

Provide additional resources for further learning and practice, including a list of recommended readings, websites, and organizations related to non-violent communication and de-escalation techniques.



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Glossary

Define key terms related to non-violent communication and de-escalation techniques, including a list of terms and their definitions.



PLANIT
TEACHERS

Mastering Non-Violent Communication and De-Escalation Techniques for Constructive Conflict Resolution

References

List the sources used in the lesson, including a list of references for further reading and research.