

UNISER TEACHER TRAINING PROGRAM STANDARDS

Problem Solving and Decision Making

1. Clearly define the overall goals of the course:

- What are the main aims of the training program?

To develop participants' problem-solving and decision-making skills within educational and professional environments. The course focuses on conflict management, critical thinking, and effective communication as key tools for addressing challenges in educational settings.

- What challenges or needs in education does the course respond to?

The course responds to the increasing need for educators and education professionals to manage complex interpersonal situations, prevent conflicts, and support inclusive and collaborative learning environments. Many professionals lack practical tools to address conflicts constructively and transform them into opportunities for improvement.

- How will the course support participants in developing their teaching practices?

Through reflective activities and practical exercises, participants will learn how to analyse challenging situations, make informed decisions, and foster constructive dialogue within their institutions. The training supports participants in improving their professional practice by strengthening their emotional awareness, communication skills, and ability to manage difficult situations within educational organisations.

- How does the training align with European educational priorities (e.g. digitalisation, innovative learning)?

The course aligns with European priorities related to inclusive education, quality education systems, and the development of transversal competences such as collaboration, critical thinking, and problem-solving.

2. Training course summary:

- General breakdown of the course structure, including modules, sessions, and timelines.

Module 1 - Understanding Conflict

Module 2 – Communication and Emotional Awareness

Module 3 – Problem-Solving Strategies

Module 4 – Reflective Tools

Module 5 – Applying Skills in Educational Contexts

- Overview of the topics covered and the skills/knowledge participants will gain.
- Types of conflict in educational environments
- Causes of workplace disagreements
- Conflict dynamics and escalation
- Communication styles
- Active listening techniques
- Emotional intelligence in decision making
- Analytical approaches to problem solving
- Decision-making models
- Identifying alternative solutions
- Self-reflection and behavioural awareness
- Developing constructive responses to challenges
- Case studies from educational settings
- Role-play exercises
- Collaborative solution design

- Explanation of the methodology or teaching approach used during the course.

The course uses experiential and participatory learning approaches, including:

- Role-playing exercises
- Group discussions and peer learning
- Reflective practice
- Creative and arts-based activities
- Real-life case analysis

3. Training course learning outcomes:

- Clear identification of the skills, knowledge, and competencies participants will acquire.

Skills

- Apply structured problem-solving approaches
- Manage conflicts constructively
- Communicate effectively in challenging situations
- Facilitate collaborative decision making

Knowledge

- Understanding of conflict dynamics in educational institutions
- Awareness of communication and emotional intelligence strategies

Competences

- Improved teamwork and collaboration in educational settings

- Support a positive and inclusive institutional environment
- Measurable objectives to assess the effectiveness of the training.
Participants will be able to:
 - Analyse a conflict scenario and propose solutions
 - Apply at least 2 conflict-resolution techniques
 - Demonstrate improved communication strategies in simulated situations

4. Participants requirements:

- List of prerequisites, if any, for attendees to make the most of the training.
 - No formal prerequisites
 - Openness to reflective and participatory activities
- Technical specifications or equipment needed for participation (if applicable).
 - No special equipment required
 - Notebook or laptop recommended for exercises
- Any recommended background knowledge or experience.
Educators, trainers, school staff, or professionals working in learning environments

5. Validation:

- Assessment criteria or methods to validate participants' learning.
Learning will be validated through:
 - Participation in group activities and discussions
 - Completion of conflict-resolution simulations
 - Reflection exercises
- Explanation of how achievements will be recognized or certified.
Participants completing the training will receive a Certificate of Participation issued by EELI.