

Teacher+

Effective Communication for Teachers



DEALING WITH COMPLEXITY

Schools are complex environments in which teachers must engage with three groups of people: students, the students' parents/guardians, and the general school staff (colleagues, senior management and support staff). Teachers must manage how they engage with these three groups by taking account of the characteristics and expectations of each. This is why teachers need skills in areas such as communication, relationship handling and conflict management.

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THE INTERACTION SKILLS TEACHERS NEED

According to our research on teachers' training needs carried out in the project partner countries, interaction skills are considered essential for teachers. Teachers are aware they need training in these skills and would like it to be delivered in a flexible way so they can fit it in with their existing commitments.



64 INDIVIDUAL INTERVIEWS
6 FOCUS GROUPS
92 RESPONDENTS

A NEW COMMUNICATION COURSE FOR TEACHERS

The Teacher+ course is structured in three main learning Units on three competence areas:

- Interpersonal communication
- Conflict management
- Leadership, collaboration and relationship management.

You will find examples and explanations of the way these competences can be applied to three areas of interaction - with pupils, with the pupils' parents or guardians, with colleagues and the school staff - by using approaches such as emotional intelligence, empathetic listening, situational leadership, and assertive techniques for successful conflict resolution.

The course uses a combination of teaching methods such as micro-training, podcasting and game-based learning.

Unit 0 The Fundamentals

- 0.1. Interpersonal communication: definition, characteristics and types
- 0.2. Types of conflict and conflict coping styles
- 0.3. Leadership theories and skills and effective teamwork tips

Unit 1 Interpersonal Communication

- 1.1. Active listening: showing you care
- 1.2. Understanding others
- 1.3. Valuing ethics
- 1.4. Communicating across cultures

Unit 2 Conflict Management

- 2.1. Recognising emotions
- 2.2. Being assertive
- 2.3. Developing self-confidence

Unit 3 Leadership, Collaboration and Relationship Management

- 3.1. Taking responsibility
- 3.2. Overcoming adversities
- 3.3. Taking initiative

NEXT STEPS

Pre-enrol and book your front row seat
for the Teacher+ course pilot test!
E-mail us at: training@teacherplus.eu

