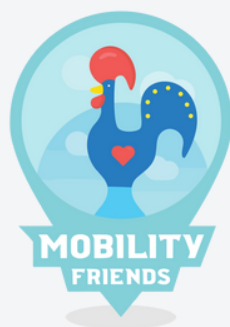


WELL-BEING AND
MENTAL HEALTH

STRESS AND CONFLICT MANAGEMENT



Your Mobility Partner

COURSE OVERVIEW

Stress and Conflict Management is a practical and interactive training course focused on equipping participants with essential strategies to effectively manage stress and resolve conflicts in daily life, whether in educational or professional settings. Throughout the course, participants will explore the origins and impact of stress, learn to identify sources of conflict, and develop tools to handle difficult situations with confidence and empathy. The training combines theoretical insights with practical exercises, self-reflection, and group dynamics. Participants will have the opportunity to practice communication techniques, emotional regulation, and conflict resolution methods through role-plays, simulations, and collaborative activities. By the end of the course, learners will be better prepared to create positive environments, reduce tension, and respond constructively to challenges, both individually and within teams.

TARGET AUDIENCE

This course is designed for students, teachers, educators, and professionals who wish to develop practical skills in managing stress and conflict, both in educational and professional contexts. It is ideal for individuals looking to improve their emotional resilience, communication, and problem-solving abilities in challenging situations. The course is particularly relevant for those who want to foster a positive and supportive environment in schools, universities, workplaces, or any setting where teamwork and collaboration are essential.

REQUIREMENTS

To take part in the course, participants must meet the following requirements:

- Have at least a B1 level of English (independent user);
- Complete and submit the registration form before the start of the training;
- Bring a laptop or tablet to use during the sessions;
- Commit to active participation and attend at least 80% of the course.

COURSE OBJECTIVES

The objectives of the course are:

- Understand the main sources and effects of stress and conflict in educational and professional environments.
- Recognise personal and interpersonal triggers of stress and conflict.
- Develop practical strategies to manage stress and maintain emotional balance.
- Learn and apply effective techniques for conflict prevention, resolution, and mediation.
- Improve communication and active listening skills to foster positive relationships.
- Strengthen emotional intelligence and resilience when facing challenging situations.
- Promote a healthier, more supportive, and collaborative environment in schools, workplaces, or other professional contexts.

CONTACTS AND REGISTRATION

For registrations, additional information, or budget requests, please contact our team by email at trainingcourses@mobilityfriends.org or visit our website at www.mobilityfriends.org.

LEARNING OUTCOMES

Upon successful completion of this course, learners will be able to:

1. Identify common sources and symptoms of stress and conflict in themselves and others.
2. Apply practical stress management techniques to everyday situations.
3. Use conflict resolution strategies, such as negotiation, mediation, and assertive communication.
4. Demonstrate improved self-awareness and emotional regulation skills.
5. Communicate more effectively and empathetically in challenging situations.
6. Facilitate or participate in constructive discussions to resolve disagreements.
7. Develop personal action plans to maintain well-being and promote positive group dynamics.
8. Support peers and colleagues in managing stress and conflict within their environments.

METHODOLOGY

The course is structured around a rigorous methodology that combines theoretical exposition, practical work, and applied demonstrations. This approach ensures a thorough understanding of the subject matter and its direct application in real-world contexts.

Theoretical sessions provide essential foundations, while practical work and demonstrations facilitate the development of technical skills and familiarity with the specific tools and procedures relevant to the course.

Continuous monitoring through individualized feedback allows for tracking learners' progress and ensures the achievement of the set objectives, preparing participants to face professional challenges with competence and precision.

ASSESSMENT

Assessment is carried out continuously throughout the course, using a holistic and learner-centered approach that reflects both participation and performance. Each participant is evaluated based on their overall engagement, regular attendance, punctuality, interest in the topics covered, ability to apply knowledge during practical tasks, and interaction with peers in individual and group activities.

The evaluation process includes a variety of classroom-based tasks (oral and written), short daily assignments, role-plays, and simulations. Trainers provide ongoing, individualized feedback to support progress and encourage active learning.

A Certificate of Participation is awarded to participants who attend at least 80% of the sessions and demonstrate consistent involvement and commitment during the training.

DURATION

The standard duration of our course is 20 hours (5 days), designed to ensure comprehensive and effective learning. However, this duration can be adjusted, in specific cases, to meet the particular needs of each group, in order to optimize outcomes and better suit the training context.

For further details or to discuss a customized schedule, please get in touch with us.

PRICE AND FUNDING

Each quotation is personalized and depends on several factors, such as the number of participants, the number of training hours, the location of the course, and any additional services requested (accommodation, transport, meals, cultural activities, etc.).

To receive a tailored quotation for your group, please get in touch with us.

The training can be funded through programs such as Erasmus+ (KA1 – Learning Mobility), among other European support mechanisms. For more information about funding, participants should contact their sending organization or their country's National Agency directly.

LOCATION AND COURSE LANGUAGE

We have training rooms in several cities in Mainland Portugal, such as Barcelos (headquarters), Braga, Póvoa de Varzim, and Porto. We also have spaces in the islands of Madeira (Funchal) and the Azores (Ponta Delgada). Additionally, we have facilities in Valencia, Spain.

The course is delivered in English.

CERTIFICATION

A Certificate of Participation is awarded to participants who attend at least 80% of the sessions and demonstrate consistent engagement and commitment throughout the training. Upon completion of the course, a formal certification ceremony will take place, during which the certificates will be presented to the participants.

OTHER SERVICES

To enrich the training experience, Mobility Friends offers a range of additional services, subject to availability and additional cost, which can be arranged for individual participants or groups.

Services include:

- Accommodation in partner residences or hotels
- Meals (lunch and/or dinner)
- Transfers between the accommodation and the training room
- Airport transfers
- Cultural visits

All services are subject to availability and must be requested in advance. For more information and personalised quotes, please contact our team.

COURSE CONTENTS

MODULE 1: UNDERSTANDING STRESS AND CONFLICT

- Definition of stress: myths and realities.
- Types and sources of stress in educational and professional contexts.
- Understanding conflict: definitions, causes, and main types.
- Identifying early warning signs of stress and conflict, individually and in groups.
- Self-assessment of personal responses to stress and conflict.

MODULE 2: EMOTIONAL INTELLIGENCE AND SELF-REGULATION

- The role of emotions in stress and conflict management.
- Fundamentals of emotional intelligence (EI).
- Developing self-awareness: identifying emotional triggers and personal patterns.
- Techniques for self-regulation: breathing, grounding, and mindfulness.
- Emotional mapping and analysis of real-life situations.

MODULE 3: COMMUNICATION SKILLS FOR DEALING WITH STRESS AND CONFLICT

- Assertive communication: concepts and application.
- Building empathy and active listening in stressful or conflict situations.
- Non-verbal communication: effective interpretation and use.
- Techniques for handling difficult conversations and constructive feedback.
- Strategies to prevent conflict escalation through communication.

MODULE 4: CONFLICT RESOLUTION STRATEGIES

- Conflict management styles: avoiding, accommodating, competing, negotiating, collaborating.
- Using negotiation and mediation in real-life situations.
- Key steps for problem-solving and de-escalation.
- Analysis of case studies from educational and professional contexts.
- Group-based conflict resolution dynamics.

**Please note that program content may be subject to change based on input from our trainers.*

COURSE CONTENTS

MODULE 5: STRESS MANAGEMENT TOOLBOX

- Daily routines for stress reduction.
- Time management and prioritisation strategies.
- Building personal resilience plans.
- Exploring digital tools for stress monitoring and management.
- Developing a practical anti-stress toolkit.

MODULE 6: BUILDING POSITIVE GROUP DYNAMICS

- Identifying group dynamics and toxic behaviours.
- Promoting cooperation, trust, and teamwork.
- Strategies for conflict prevention in collaborative environments.
- Action planning for a healthier school or workplace climate.
- Reflection on healthy group practices.

MODULE 7: PERSONAL ACTION PROJECT

- Defining real-life challenges in personal, academic, or professional settings.
- Planning, implementing, and evaluating stress and conflict management strategies.
- Sharing experiences and best practices with peers.
- Presenting results and reflecting on impact and continuity.
- Setting next steps and personal commitments.

OPTIONAL MODULE – ADVANCED STRATEGIES & CRISIS MANAGEMENT

- Managing acute stress and crisis situations.
- Principles of peer support and emotional first aid.
- Introduction to restorative practices in educational and professional contexts.
- Adapting techniques to different contexts and profiles.
- Innovative strategies for responding to unexpected challenges.

MOBILITY FRIENDS TRAINING CENTER



Certified by DGERT - Directorate General
for Employment and Labor Relations

www.mobilityfriends.org



TRAININGCOURSES@MOBILITYFRIENDS.ORG



+351 253 144 226 / +351 960 285 416



[/MOBILITYFRIENDS](https://www.facebook.com/MOBILITYFRIENDS)



[@MOBILITYFRIENDSOFFICIAL](https://www.instagram.com/MOBILITYFRIENDSOFFICIAL)



[MOBILITY FRIENDS](https://www.linkedin.com/company/MOBILITYFRIENDS)

