




# EMPATHIC COMMUNICATION: LISTEN, ENGAGE, INSPIRE



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**OID: E1020112**

Advanced Institute for Skills Development



# COURSE DESCRIPTION

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Good teaching begins with human connection. This course is for educators who want to strengthen their communication through empathy, active listening and inclusive interaction. In today's classrooms – often multicultural, emotionally complex, and full of different needs – teachers need more than techniques; they need presence, compassion and clarity.

Participants will explore how to connect with students and colleagues on an emotional level, de-escalate tension, improve classroom climate, and build communication habits that foster respect and trust. Using real classroom situations, roleplay, reflection and communication games, this course helps educators “listen to understand” and create emotionally safe spaces for learning and growth.

# COURSE INFORMATION

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## Learning Outcomes

- Recognise emotional needs behind students' behaviours;
- Use active listening techniques to build stronger relationships;
- Respond with empathy while maintaining professional boundaries;
- De-escalate conflict using language that soothes and re-focuses;
- Apply inclusive communication with diverse learners and colleagues;
- Navigate group dynamics with presence and calm;
- Foster a culture of listening and respect in their school;
- Promote intercultural awareness;
- Transfer and share core values, experiences and effective teaching practices with other teachers and colleagues;
- Improve technical and English language, communication and social skills.

# DAILY PROGRAM

5-DAYS

..... \*Our courses also include a daily Coffee Break

## DAY 1 / 8h30-13h45

- Emotional intelligence in education
- What is impactful communication in schools today?
- Listening to understand vs. listening to reply

## DAY 2 / 8h30-13h45

- Student needs, stress and relational dynamics
- Responding without defensiveness
- Saying “no” without guilt: boundaries and clarity

## DAY 3 / 8h30-13h45

- Communicating under pressure
- Building rapport and trust in school relationships
- Roleplays: defusing classroom tension, peer conflict, parental complaints

## DAY 4 / 8h30-13h45

- Inclusive language and classroom rituals
- Co-creating emotional safety with students
- Feedback that motivates and transforms
- Designing communication strategies for your school - My Communication Toolkit

## DAY 5 / 8h30-13h45

- Group reflection, peer feedback and certificate ceremony
- Course roundup and review
- Learning Outcomes' validation
- Certification Ceremony

# ADDITIONAL INFORMATION

**Documentation:** Learning Agreement; Certificate of Attendance with description of learning outcomes; Europass validation; and other required Erasmus+ supporting documents.

(Our courses are eligible to be completely funded by the Erasmus+ program 2021-2027 - KA1 funds and several other programs)

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