COURSE BROCHURE | ERASMUS+ TRAINING

# Interpersonal Relationships and Communication

Strengthen interpersonal relationships through active listening, empathy, assertive communication, constructive feedback and collaborative problem-solving in education.

| LOCATION | LANGUAGE | FORMAT | DURATION | COURSE FEE |
|---|---|---|---|---|
| Multiple Locations | English | On-site | 5 days | From €400 to €420 |

5-day programme in **Azores, Faro, Krakow, Lisbon, Madeira, Malaga, Porto, Poznan, Seville, Valencia and Wroclaw**. See the course page for current fees, inclusions and dates.

## Course description

Effective communication is at the heart of every successful school. Whether managing a classroom, working in multicultural teams, engaging with students' families or collaborating in Erasmus+ projects, educators need communication skills that promote trust, understanding and positive relationships.

This course helps teachers and other education professionals strengthen their interpersonal skills and improve communication with students, colleagues, parents and international partners. Participants will develop strategies for active listening, assertiveness, empathy, emotional awareness, conflict prevention, constructive feedback and collaborative problem-solving.

Through communication exercises, group discussions and realistic school scenarios, participants will practise handling everyday interactions and building positive professional relationships. They will reflect on their communication habits, exchange experiences with European colleagues and develop a Personal Communication & Relationship Plan with strategies they can apply in their own educational settings.

## Who the course is for

### For educators

Teachers, trainers, school leaders and other education professionals who want to improve communication and build positive relationships with learners, colleagues and families. Particularly relevant for those working in diverse school communities, multicultural teams or international projects who wish to strengthen empathy, assertiveness, collaboration and everyday interpersonal skills.

### At a glance

**Course level:** Basic to Intermediate Professional Literacy

**Working language:** English. Please **contact the team** if you are unsure about the course level or working language.

**CURRICULUM FOCUS**

Active Listening & Empathy / Assertiveness & Constructive Feedback / Trust, Teamwork & Relationships

**View the course, current editions and fees**

02 / INTENDED LEARNING OBJECTIVES

# Learning outcomes

The following learning outcomes describe the course's intended direction and objectives. The trainer adapts activities, examples and participant work to the group's goals, experience and learning needs.

01 **Communication Styles & Self-Awareness** - Recognise different communication styles and assess personal strengths and areas for improvement in educational relationships.

02 **Active Listening & Non-Verbal Communication** - Use active listening and non-verbal communication skills effectively;

03 **Empathy & Interpersonal Understanding** - Demonstrate empathy and adapt communication to different learners, colleagues, families and cultural perspectives.

04 **Assertiveness & Respectful Communication** - Express ideas, expectations and boundaries clearly and respectfully, including when saying no or addressing disagreements.

05 **Constructive Feedback & Teamwork** - Give and receive feedback positively and use effective communication to strengthen teamwork and collaboration.

06 **Conflict Prevention & Difficult Conversations** - Identify potential misunderstandings and apply practical strategies to prevent conflict and manage challenging school interactions.

07 **Personal Communication & Relationship Plan** - Develop a realistic improvement plan with practical actions for strengthening communication and professional relationships.

08 **European Perspectives & Institutional Application** - Compare interpersonal communication practices with European peers and identify approaches that can be adapted to participants' own educational settings.

## Transfer to practice and intended impact

The programme supports participants in connecting the course learning with their own professional context. Participants consider how relevant approaches, activities or tools could be adapted to their learners, priorities and institutional settings.

1. **Identify a relevant professional need:**
   Consider which learner need, classroom challenge or institutional priority the course learning could help address.
2. **Adapt the approach to your setting:**
   Select the activities, tools or approaches that can realistically be incorporated into your own professional context.
3. **Decide what progress would look like:**
   Consider how changes in practice, learner engagement, learning outcomes or another relevant result could be recognised.

03 / COURSE PROGRAMME | DAYS 1-3

# Learning Activities & Training Schedule

| MONDAY - FRIDAY (DAYS 1 - 5) | 08:30 - 13:30 | TRAINING HOURS 5h scheduled per day (25h total) | *This is a typical timetable, subject to the provider's discretion.* |
|---|---|---|---|

DAY 1

## Communication Styles & Self-Awareness

- Examine the role of communication in school wellbeing and positive interpersonal relationships.
- Identify different communication styles and how they influence everyday interactions in education.
- Assess personal communication strengths, habits and areas for improvement.
- Discuss common communication challenges in schools and set individual learning goals.

DAY 2

## Active Listening, Non-Verbal Communication & Empathy

- Practise active listening techniques, including attentive questioning, paraphrasing and summarising.
- Recognise how body language, facial expressions and tone of voice influence communication.
- Develop empathy and adapt communication to learners and colleagues with different needs and backgrounds.
- Apply listening and non-verbal communication skills through pair exercises and educational scenarios.

DAY 3

## Assertive Communication and School Conflict Prevention

- Practise communicating ideas, expectations and concerns with clarity and respect.
- Use assertive communication techniques to say no constructively and establish professional boundaries.
- Identify common sources of misunderstanding and apply strategies for preventing and resolving conflict in schools.
- Participate in group exercises involving difficult conversations and everyday educational situations.

04 / COURSE PROGRAMME | DAYS 4-5

# Learning Activities & Training Schedule

DAY 4

## Constructive Feedback, Teamwork & Family Communication

- Practise giving and receiving constructive feedback that supports improvement and positive relationships.
- Develop communication strategies for teamwork, collaboration and shared problem-solving.
- Examine approaches to communicating with parents and managing challenging conversations respectfully.
- Analyse realistic school case studies and discuss effective responses to interpersonal difficulties.

DAY 5

## Personal Communication & Relationship Plan

- Develop My Personal Communication & Relationship Plan, identifying strengths, improvement priorities and practical actions.
- Share selected strategies with peers and consider how they can strengthen relationships in their own educational settings.
- Reflect on lessons learned and review the main communication techniques developed during the course.
- Validate learning outcomes and complete course evaluation and Certification.

### ADAPTABLE TRAINING

This programme is a planned framework. Specific activities, sequence, exercises and timings may be adapted by the trainer or provider to each group/edition.

### COURSE RECORDS

Daily summary and attendance sheets record the schedule and a short account of each day's work, validated by the trainer and signed by the participants.

Edition-specific evidence: Learning Together maintains signed daily training and attendance records. This brochure describes the course framework; additional verification can be based on the records of the particular edition.

05 / LEARNING APPROACH & METHODOLOGY

# Learning Together Methodology

Learning Together courses combine guided input supported by presentations and multimedia resources with practical experimentation, creative workshops, case-based learning and hands-on tools. Participants connect the learning to their own professional situations and progressively develop an applied outcome, which may take the form of a presentation, project, session plan, action idea, reflection or another relevant output.

Peer / trainer feedback supports refinement throughout the process, while European exchange encourages participants to compare practices, perspectives and approaches across different educational contexts.

## Methods applied in this programme

### Communication Self-Assessment & Active Listening

Participants assess their communication styles and practise active listening, non-verbal awareness and empathy through guided exercises.

### Roleplay & Educational Case Studies

Realistic school scenarios help participants practise assertiveness, conflict prevention, constructive feedback and communication with colleagues and families.

### Personal Communication & Relationship Planning

Participants identify communication strengths and improvement priorities, then develop practical strategies for building positive professional relationships.

### Collaborative learning, peer exchange and reflection

Participants work with European colleagues, compare professional contexts, exchange approaches and reflect on how the learning can be transferred to their own institutions.

### Illustrative example: Developing a Personal Communication and Relationship Improvement Plan

Imagine a teacher seeking to strengthen relationships with students, colleagues and families by improving everyday communication practices. Through self-assessment, the teacher could identify recurring challenges, explore active listening and assertiveness techniques, and develop more constructive ways of giving feedback and managing difficult conversations. By combining practical communication strategies with clear personal objectives, the teacher could create a realistic improvement plan that promotes trust, mutual understanding and positive relationships within the school community.

### An adaptable learning experience

Learning Together courses are delivered by trainers with relevant professional & pedagogical experience, **who are fluent English speakers**. The trainer may vary by edition, adapting the activities to the group's professional context and learning goals.

Meet our trainers and explore our approach

06 / PRACTICAL INFORMATION & SUPPORT

# Everything you need for your training

## Your course materials and participant work

Participants receive access to course materials, including slides, presentations, worksheets and exercises made available for the sessions, through a dedicated online folder.

Depending on the activities, groups may also develop action plans or presentations. The output varies with the programme, trainer and group.

**Materials to bring: None**

## Course package

Includes training sessions, digital materials, practical resources, administration and course-week support, welcome kit, coffee breaks and course documentation. Cultural activities and an orientation session **depend on the edition selected** (flights, accommodation & other personal arrangements are not covered).

Check fees and inclusions for your selected course.

## Documents & certification

We issue Certificate of Attendance, invoice and support agreed Erasmus+ mobility documents, including Europass Mobility records. Certificate issuance follows the attendance conditions.

Send any additional school forms to our team in advance. Explore document guidance.

## Provider & quality

Learning Together operates through registered organisations in every country where services are provided, each with its own Erasmus+ Organisation ID (OID). Our programmes combine clearly defined learning outcomes, participatory methodologies and practical activities, with participant evaluation & feedback at the end of the training.

**Provider OIDs: Portugal** E10201112 · **Spain** E10417947 · **Poland** E10419682

FROM INTEREST TO A CONFIRMED BOOKING

01
### Pre-enrol

Share your course & preferred dates. Pre-enrolment is non-binding; wait for written confirmation before making non-refundable travel bookings.

02
### Confirm your place

Our team will confirm availability by email. Complete final enrolment and billing details to secure your place.

03
### Plan your travel

Once your booking is confirmed, you can plan your travel. Before travelling, check materials required, timetable and activities in your selected edition.

YOUR NEXT STEP

## Ready to plan your course?

Check the current dates, duration, fee and edition status on the course page, then start your pre-enrolment or contact us!

View course & editions ↗ | Pre-enrol ↗

Contact: learningtogether.eu@sinerconsult.pt | +351 229 418 490