COURSE BROCHURE | ERASMUS+ TRAINING

Social and Communication Skills

Strengthen social and communication skills through active listening, empathy, assertiveness and constructive dialogue to build positive professional relationships.

LOCATION	LANGUAGE	FORMAT	DURATION	COURSE FEE	OID
Faro	English	On-site	5 days	€400	E10201112

€400 per participant for 5 days in Faro, Portugal. Check current editions, fee and inclusions before booking.

Course description

Good communication helps educators build trust, strengthen relationships and create positive learning environments. Being able to express ideas clearly, listen attentively and understand different perspectives is essential when working with learners, colleagues, families and school teams. These skills are particularly valuable when addressing misunderstandings, collaborating with others or communicating in challenging situations.

This practical course strengthens social and communication skills through interactive exercises, realistic educational scenarios and group activities. Participants will examine their communication styles, practise active listening, empathy, assertiveness and non-verbal communication, and learn how to adapt their approach to different people and situations. They will also develop strategies for giving constructive feedback, managing disagreements, negotiating solutions and communicating calmly under pressure.

Through practical workshops, roleplay and collaborative challenges, participants will build confidence in everyday professional interactions and strengthen their ability to create positive relationships. They will develop a personal Communication and Social Skills Action Plan with realistic strategies for improving teamwork, communication and cooperation in their own educational contexts.

Who the course is for

For educators

Teachers, trainers, school leaders, coordinators and other education professionals seeking to improve communication and interpersonal relationships. Particularly relevant for those working with learners, colleagues and families who want to strengthen listening, empathy, teamwork, constructive feedback and communication in challenging situations.

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 & Clarity / Assertiveness & Difficult Conversations / Feedback & Professional 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 Self-Awareness & Adaptability** - Identify personal communication habits and adapt language, tone and interaction styles to different educational situations.

02 **Active Listening & Clarification** - Practise attentive listening, paraphrasing, summarising and clarifying questions to improve mutual understanding.

03 **Assertive & Respectful Communication** - Express ideas, expectations, disagreements and boundaries clearly while maintaining respect for others.

04 **Non-Verbal & Relational Awareness** - Recognise how body language, tone, social cues and different perspectives influence communication and professional relationships.

05 **Difficult Conversations Under Pressure** - Apply practical techniques to remain calm, communicate clearly and respond constructively during stressful or difficult interactions.

06 **Constructive Feedback & Negotiation** - Give and receive useful feedback, negotiate possible solutions and communicate persuasively while respecting different viewpoints.

07 **Communication Action Planning** - Develop practical strategies to strengthen teamwork, trust, positive relationships and everyday professional communication.

08 **European Peer Exchange & Institutional Transfer** - Compare how European peers approach communication, teamwork and difficult conversations, identifying strategies suitable for participants' own educational contexts.

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 Foundations & Professional Self-Awareness

- Examine how communication and social skills influence trust, teamwork and professional relationships.
- Identify personal communication strengths, habits and common challenges.
- Distinguish clear, respectful language from assumptions, criticism and blame.
- Assess individual communication needs and define a practical development goal.

DAY 2

Active Listening, Clarification & Non-Verbal Communication

- Practise active listening, paraphrasing, summarising and open questions.
- Recognise how tone, pace, gestures, facial expressions and context influence communication.
- Apply empathy and clarification techniques to understand different perspectives and prevent misunderstandings.
- Strengthen interpersonal communication through paired exercises and realistic educational conversations.

DAY 3

Assertiveness & Difficult Conversations Under Pressure

- Distinguish assertive communication from passive, avoidant and aggressive responses.
- Practise expressing expectations, disagreements and professional boundaries clearly and respectfully.
- Use pausing, preparation and clear language to respond calmly under pressure.
- Roleplay difficult conversations with learners, colleagues or families, refining responses through feedback.

04 / COURSE PROGRAMME | DAYS 4-5

Learning Activities & Training Schedule

DAY 4

Feedback, Negotiation & Collaborative Relationships

- Compare effective and ineffective feedback, practising clear and constructive responses.
- Apply negotiation techniques to identify shared interests and workable solutions.
- Practise persuasive communication that respects different perspectives and encourages cooperation.
- Develop trust, teamwork and positive relationships through realistic group challenges.

DAY 5

Applied Communication Challenge & Action Planning

- Apply listening, empathy, assertiveness and negotiation skills through a realistic communication challenge.
- Evaluate communication clarity, tone, understanding and relationship-building through structured feedback.
- Develop a Personal Communication and Social Skills Action Plan with realistic professional goals.
- Compare useful approaches with European colleagues.
- Complete course reflection, 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 & Listening Practice

Participants identify personal communication habits and practise active listening, clarification, empathy and non-verbal communication through guided exercises.

Assertiveness & Difficult-Conversation Roleplay

Realistic roleplays help participants express expectations, manage disagreements and practise calm, respectful communication in challenging situations.

Feedback, Negotiation & Action Planning

Participants practise constructive feedback and negotiation, then develop practical strategies for improving teamwork, relationships and professional communication.

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: Preparing for a Difficult Professional Conversation**
>
> Imagine an educator preparing for a conversation with a colleague, student or family member where expectations differ and tension is possible. Participants clarify the purpose and known facts, plan active-listening and assertive language, rehearse the interaction and use feedback to refine the response. The final output is a practical communication plan that can be reused in similar professional situations.

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