

ABSA TRAINING ACADEMY

Boarding Professional Development

CERTIFICATE COURSE

80

PD POINTS



Managing Conflict with Empathy and Effectiveness

WHEN:

4 x 1 hour sessions
1:00PM - 2:00PM AEST
21 May, 28 May, 4 June, 11 June

WHERE:

Zoom and
ABSA Online Learning Platform

WHO:

All Boarding Staff

COST:

\$250 inc GST per person -
not part of webinar bundle

HOW:

Register Online:

www.boarding.org.au/training-academy/certificate-courses/registration

A four-week certificate course empowering staff to navigate conflict using relationships of influence, creating harmonious, accountable and respectful boarding house communities.

Conflict is a normal part of human relationships but often leads to communication breakdowns, damaged trust, and can impact individual wellbeing. Boarding staff face unique challenges with conflicts managing student and staff conflict, and traditional disciplinary methods can often fall short.

This course emphasises restorative practices, blending applied neuroscience, communication frameworks, and practical strategies. Participants will gain insights into human behaviour, self-regulation, and the causes of conflict, enabling them to manage high-tension situations with empathy and effectiveness. They'll also learn restorative dialogue techniques to rebuild trust and foster meaningful resolutions.

By the end of the course, staff will be equipped with tools such as co-constructed agreements, regulation strategies, and restorative problem-solving frameworks-ensuring collaborative and constructive conflict resolution.

Transform your approach to conflict and create a culture of respect, empathy, and accountability in your boarding community.



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Finish By Date:

This course is to be completed by Friday 26 June 2026. After this date the course materials will no longer be accessible, and a certificate cannot be awarded.

Cancellation Policy

Cancellations received one week prior to commencement date will not be charged. Cancellations after this date will be given no refund, however registrations may be transferred.

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Boarding Professional Development



Course Details

Certificate Courses

As part of the professional learning opportunities offered by ABSA there is a range of Certificate Courses specifically aimed at professionals working in boarding schools. These certificates concentrate on one key aspect of learning and provide those undertaking the courses with in-depth knowledge of the topic. These also allow participants to obtain Continuing Professional Development points, ensuring the requirement of the Boarding Standard for Australian Schools and Residences to take part in continuous boarding specific learning can be tracked.

Course Structure

Module 1 - Restorative Practice and Relationships

Module 2 - Biology, Neuroscience and Conflict

Module 3 - Restorative Conflict Management - Part A

Module 4 - Restorative Conflict Management - Part B



Objectives

- Foster environments that support emotional and social resilience.
- Implement restorative practices for conflict resolution.
- Enhance communication through empathetic listening and compassionate dialogue.
- Create and maintain group agreements that promote accountability.
- Build self-regulation and conflict resilience strategies.

Elements

- Webinars
- Readings
- Quizzes
- Tools and Resources