



# Face to Face: Communication and Conflict Resolution in the Schools

*Philip S. Morse, Allen E. Ivey*

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Among the greatest challenges faced by teachers and administrators are how to communicate effectively with students and how to resolve conflicts between them.

Face to Face discusses the communication skills and conflict resolution principles necessary for the smooth functioning of schools and the effective teaching of students. The authors present a number of methods for improving teacher-student communication including: the use of reflective listening; open-ended questions; mediation programmes; problem-solving models; and interactive exchange. The book establishes a correlation between good communication skills and positive student outcomes, and offers practical tips that will help improve communication in the school.

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