



**STATE OF NORTH CAROLINA**  
**Department of Juvenile Justice and Delinquency Prevention**  
**Center for the Prevention of School Violence**

Michael F. Easley  
Governor

George L. Sweat  
Secretary

**Center for the Prevention of School Violence**  
**Pre-service Educator Conflict Management Project**

The North Carolina Department of Juvenile Justice and Delinquency Prevention - Center for the Prevention for School Violence began work on a pre-service educator conflict management project in early 2000. The Center was afforded the opportunity to work on the project by the federal Office of Juvenile Justice and Delinquency Prevention and because Governor Jim Hunt's Task Force on Youth Violence and School Safety and the State Board of Education Task Force on Disruption-Free Classrooms produced recommendations that highlighted the need for more training in the areas of classroom and conflict management for teachers and administrators. The pre-service teacher conflict management component of the project was designed to enhance the training of future teachers so that they are better prepared to handle conflicts which might occur in their classrooms. The pre-service administrator component of the project was designed to improve the skills of administrators so that they support teachers in the handling of conflicts and provide the leadership and direction needed to establish safer learning environments.

Over the two-year project period, with assistance from college and university administrators and faculty, the Center has produced curriculum material to be used in the training of pre-service educators. Feedback from the colleges and universities was combined with information about conflict resolution, dispute resolution, and peacekeeping skills to create the curriculum material which focuses on self assessment, effective communication skills, and strategies to overcome conflict. The Center also worked with the North Carolina Department of Public Instruction to enhance teacher certification competencies in conflict management. Project efforts will continue by assisting other states as they move forward with similar efforts.