



DG Educación y Cultura

Programa de acción en el ámbito  
del aprendizaje permanente

A GRUNDTVIG PARTNERSHIP PROJECT



SURVEY REPORT

## INTRODUCTION

Teaching adults or leading learner groups made up of adults always differs from teaching children and requires different professional skills. Adult groups often include people of different ages and from different walks of life, and thus, conflict is often observed within the group.

When working with a group of adults, the teacher should be able to create a stimulating and effective learning atmosphere. This can only be created with the correct classroom management skills which include conflict management skills. It is not like a traditional classroom where the teacher is older and the students are children or teenagers. The teacher should be more of a leader who can lead the group to their target and who can do more than just transfer knowledge.

Since the implementation of the concept of Lifelong Learning in European countries the number of adults attending different types of learning opportunities has risen, and so has the probability of conflict in the classroom. This conflict will be more likely to exist if the teacher is working with learner groups whose members come from different social backgrounds, as is often the case with adults. In adult education, trainers, mentors and teachers meet a wide range of learners and within one group there are often differences in age regardless of the type of education (formal or informal). Intergenerational differences, including among others the difference in the amount of life and work experience and thus the mind-set of the individual, can sometimes lead to constructive conflicts in the group of learners. For the transmission of knowledge and transformation of the learner (which is even more important in adult education, especially informal learning) it is vital for teachers/trainers to have highly developed communication and conflict solving skills.

Conflict is not necessarily bad as long as the trainer/teacher knows how to deal with it and has the necessary tools to solve the conflict. If it is resolved effectively, conflicts can lead to personal and professional growth and unity among the members of the group. Thus, conflict management is an important part of leadership and a good trainer/teacher should be equipped with the correct tools to deal with such situations.

Thus, the project "Learn to Lead", will bring together teachers who work with adults, to share knowledge and experience about communication skills in general and conflict management in particular. The project will also contribute to better understanding of different approaches that are being used in practice by giving the chance to share experiences and thus will promote intergenerational solidarity.

The aim of the present survey was to gauge the level and causes of conflictive situations experienced by learners and trainers in the partner countries, in order to be able to develop strategies and tactics that can enable the trainer to handle such situations in an appropriate way to de-escalate the conflict and yield a satisfactory outcome. The results of the survey will feed a manual on classroom dynamics with steps teachers can take to reduce the chances of an incident escalating into a crisis or to prevent these incidents from occurring by practicing interpersonal communication techniques effectively.

## CONFLICT MANAGEMENT QUESTIONNAIRE (FOR LEARNERS)

1. Status:  Student  Employed  Unemployed
2. Gender:  Male  Female
3. Age group:  18-30  31- 45  46-60  60+
4. Have you ever experienced conflict in the classroom?  YES  NO

*If you answered YES and the conflict was only among the learners, tick the boxes below in Question 5.*

*If you answered YES and the conflict involved the trainer, tick the boxes in Question 6.*

*If you answered YES and the conflict involved the learners and the trainer, tick the boxes in Questions 5 & 6.*

5. Was the conflict:

- Between you and 1 other co-learner?  
 Between you and more than 1 other co-learner?  
 Among other co-learners – not including you?

In this case, what factor(s) contributed to the conflict?

- Racial  Ethnic  Social  Religious  Gender  Age  
 Language  Personality  Background/occupation  
 Cultural level  Learning ability  Degree of Motivation

6. Was the conflict:

- Between you and the trainer?  
 Between 1 co-learner and the trainer?  
 Between more than 1 co-learner and the trainer - **not** including you?  
 Between more than 1 co-learner and the trainer - including you?

In this case, what factor(s) contributed to the conflict?

- Racial  Ethnic  Social  Religious  Gender  Age  
 Language  Personality  Background/occupation  
 Cultural level  Learning ability  Degree of Motivation

- Attitude to authority  
 Expectations concerning content  
 Expectations concerning the teaching method

7. If you have experienced conflict, how was it resolved?

- Disciplinary measures (financial, suspension, expulsion etc.)  
 Threats  Discussion  Changes in content  
 Changes in approach  Change of teacher  
 Other: please specify: \_\_\_\_\_

8. What are your expectations from the trainer in case of a conflict in the classroom?

# SPAIN

## Results for: Learners

---

### 1) Status:

---

Student

12 (57.1%)

Employed

5 (23.8%)

Unemployed

4 (19.0%)

### 2) Gender:

---

Male

0 (0.0%)

Female

21 (100.0%)

### 3) Age group:

---

18-30

13 (61.9%)

31-45

8 (38.1%)

46-60

0 (0.0%)

60+

0 (0.0%)

### 4) Have you ever experienced conflict in the classroom?

---

YES

13 (61.9%)

NO

8 (38.1%)

## 5) Was the conflict

---

Between you and 1 other co-learner?

1 (9.1%)

Between you and more than 1 other co-learner?

4 (36.4%)

Among other co-learners – not including you?

6 (54.5%)

## 6) What factor(s) contributed to this conflict?

---

Racial

3 (12.5%)

Ethnic

1 (4.2%)

Social

4 (16.7%)

Religious

0 (0.0%)

Gender

0 (0.0%)

Age

1 (4.2%)

Language

1 (4.2%)

Personality

9 (37.5%)

Background/Occupation

0 (0.0%)

Cultural level

3 (12.5%)

Learning ability

1 (4.2%)

Degree of motivation

1 (4.2%)

## 7) Was the conflict

Between you and the trainer?

2 (40.0%)

Between 1 co-learner and the trainer?

1 (20.0%)

Between more than 1 co-learner and the trainer - NOT including you?

1 (20.0%)

Between more than 1 co-learner and the trainer - including you?

1 (20.0%)

## 8) What factor(s) contributed to this conflict?

Racial

1 (8.3%)

Ethnic

1 (8.3%)

Social

1 (8.3%)

Religious

0 (0.0%)

Gender

1 (8.3%)

Age

1 (8.3%)

Language

0 (0.0%)

Personality

3 (25.0%)

Background/Occupation

0 (0.0%)

Cultural level

1 (8.3%)

Learning ability

2 (16.7%)

Degree of motivation

1 (8.3%)

9) Additional factors contributing to the conflict with the trainer:

Attitude to authority

4 (33.3%)

Expectations concerning content

5 (41.7%)

Expectations concerning the teaching method

3 (25.0%)

10) If you have experienced conflict, how was it resolved?

Disciplinary measures (financial, suspension, expulsion etc.)

3 (20.0%)

Threats

1 (6.7%)

Discussion

4 (26.7%)

Changes in content

2 (13.3%)

Changes in approach

4 (26.7%)

Change of teacher

1 (6.7%)

11) In what country are you or have you been a learner?

Turkey

0 (0.0%)

Spain

21 (100.0%)

Poland

0 (0.0%)

Austria

0 (0.0%)

12) Enter your question

This is the first answer choice

4 (100.0%)

This is the second answer choice

0 (0.0%)

# TURKEY

## Results for: Learners

---

### 1) Status:

---

Student



Employed



Unemployed



### 2) Gender:

---

Male



Female



### 3) Age group:

---

18-30



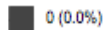
31-45



46-60



60+



### 4) Have you ever experienced conflict in the classroom?

---

YES



NO





## 5) Was the conflict

---

Between you and 1 other co-learner?

1 (33.3%)

Between you and more than 1 other co-learner?

0 (0.0%)

Among other co-learners – not including you?

2 (66.7%)

## 6) What factor(s) contributed to this conflict?

---

Racial

0 (0.0%)

Ethnic

0 (0.0%)

Social

0 (0.0%)

Religious

1 (14.3%)

Gender

0 (0.0%)

Age

0 (0.0%)

Language

0 (0.0%)

Personality

2 (28.6%)

Background/Occupation

0 (0.0%)

Cultural level

3 (42.9%)

Learning ability

0 (0.0%)

Degree of motivation

1 (14.3%)

## 7) Was the conflict

---

Between you and the trainer?

██████████ 2 (40.0%)

---

Between 1 co-learner and the trainer?

██████████ 1 (20.0%)

---

Between more than 1 co-learner and the trainer - NOT including you?

██████████ 1 (20.0%)

---

Between more than 1 co-learner and the trainer - including you?

██████████ 1 (20.0%)

---

## 8) What factor(s) contributed to this conflict?

---

Racial

██████████ 1 (8.3%)

---

Ethnic

██████████ 1 (8.3%)

---

Social

██████████ 1 (8.3%)

---

Religious

██ 0 (0.0%)

---

Gender

██████████ 1 (8.3%)

---

Age

██████████ 1 (8.3%)

---

Language

██ 0 (0.0%)

---

Personality

██████████ 3 (25.0%)

---

Background/Occupation

██ 0 (0.0%)

---

Cultural level

██████████ 1 (8.3%)

---

Learning ability

██████████ 2 (16.7%)

---

Degree of motivation

██████████ 1 (8.3%)

---

9) Additional factors contributing to the conflict with the trainer:

---

**Attitude to authority**

1 (11.1%)

**Expectations concerning content**

4 (44.4%)

**Expectations concerning the teaching method**

4 (44.4%)

---

10) If you have experienced conflict, how was it resolved?

---

**Disciplinary measures (financial, suspension, expulsion etc.)**

0 (0.0%)

**Threats**

0 (0.0%)

**Discussion**

3 (33.3%)

**Changes in content**

2 (22.2%)

**Changes in approach**

2 (22.2%)

**Change of teacher**

2 (22.2%)

---

11) In what country are you or have you been a learner?

---

**Turkey**

14 (100.0%)

**Spain**

0 (0.0%)

**Poland**

0 (0.0%)

**Austria**

0 (0.0%)

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# AUSTRIA

## Results for: Learners

---

### 1) Status:

---

Student

5 (41.7%)

Employed

7 (58.3%)

Unemployed

0 (0.0%)

### 2) Gender:

---

Male

7 (50.0%)

Female

7 (50.0%)

### 3) Age group:

---

18-30

6 (42.9%)

31-45

4 (28.6%)

46-60

4 (28.6%)

60+

0 (0.0%)

### 4) Have you ever experienced conflict in the classroom?

---

YES

9 (69.2%)

NO

4 (30.8%)

## 5) Was the conflict

---

Between you and 1 other co-learner?

1 (11.1%)

Between you and more than 1 other co-learner?

0 (0.0%)

Among other co-learners – not including you?

8 (88.9%)

## 6) What factor(s) contributed to this conflict?

---

Racial

0 (0.0%)

Ethnic

0 (0.0%)

Social

1 (6.7%)

Religious

0 (0.0%)

Gender

0 (0.0%)

Age

1 (6.7%)

Language

0 (0.0%)

Personality

6 (40.0%)

Background/Occupation

0 (0.0%)

Cultural level

0 (0.0%)

Learning ability

1 (6.7%)

Degree of motivation

6 (40.0%)

## 7) Was the conflict

---

Between you and the trainer?

1 (16.7%)

Between 1 co-learner and the trainer?

1 (16.7%)

Between more than 1 co-learner and the trainer - NOT including you?

4 (66.7%)

Between more than 1 co-learner and the trainer - including you?

0 (0.0%)

## 8) What factor(s) contributed to this conflict?

---

Racial

0 (0.0%)

Ethnic

0 (0.0%)

Social

0 (0.0%)

Religious

0 (0.0%)

Gender

0 (0.0%)

Age

3 (15.8%)

Language

0 (0.0%)

Personality

8 (42.1%)

Background/Occupation

0 (0.0%)

Cultural level

0 (0.0%)

Learning ability

4 (21.1%)

Degree of motivation

4 (21.1%)

9) Additional factors contributing to the conflict with the trainer:

Attitude to authority

2 (16.7%)

Expectations concerning content

4 (33.3%)

Expectations concerning the teaching method

6 (50.0%)

10) If you have experienced conflict, how was it resolved?

Disciplinary measures (financial, suspension, expulsion etc.)

2 (10.0%)

Threats

0 (0.0%)

Discussion

10 (50.0%)

Changes in content

2 (10.0%)

Changes in approach

5 (25.0%)

Change of teacher

1 (5.0%)

11) In what country are you or have you been a learner?

Turkey

0 (0.0%)

Spain

0 (0.0%)

Poland

0 (0.0%)

Austria

14 (100.0%)

12) Enter your question

This is the first answer choice

5 (83.3%)

This is the second answer choice

1 (16.7%)

# POLAND

## Results for: Learners

---

### 1) Status:

---

#### Student

1 (11.1%)

#### Employed

8 (88.9%)

#### Unemployed

0 (0.0%)

### 2) Gender:

---

#### Male

6 (75.0%)

#### Female

2 (25.0%)

### 3) Age group:

---

#### 18-30

6 (66.7%)

#### 31-45

3 (33.3%)

#### 46-60

0 (0.0%)

#### 60+

0 (0.0%)

### 4) Have you ever experienced conflict in the classroom?

---

#### YES

6 (75.0%)

#### NO

2 (25.0%)



## 5) Was the conflict

---

Between you and 1 other co-learner?

1 (16.7%)

Between you and more than 1 other co-learner?

2 (33.3%)

Among other co-learners – not including you?

3 (50.0%)

## 6) What factor(s) contributed to this conflict?

---

Racial

0 (0.0%)

Ethnic

0 (0.0%)

Social

0 (0.0%)

Religious

0 (0.0%)

Gender

0 (0.0%)

Age

1 (7.1%)

Language

1 (7.1%)

Personality

3 (21.4%)

Background/Occupation

1 (7.1%)

Cultural level

4 (28.6%)

Learning ability

2 (14.3%)

Degree of motivation

2 (14.3%)

## 7) Was the conflict

---

Between you and the trainer?

3 (50.0%)

Between 1 co-learner and the trainer?

1 (16.7%)

Between more than 1 co-learner and the trainer - NOT including you?

2 (33.3%)

Between more than 1 co-learner and the trainer - including you?

0 (0.0%)

## 8) What factor(s) contributed to this conflict?

---

Racial

0 (0.0%)

Ethnic

0 (0.0%)

Social

1 (7.7%)

Religious

0 (0.0%)

Gender

1 (7.7%)

Age

1 (7.7%)

Language

1 (7.7%)

Personality

2 (15.4%)

Background/Occupation

1 (7.7%)

Cultural level

3 (23.1%)

Learning ability

2 (15.4%)

Degree of motivation

1 (7.7%)

9) Additional factors contributing to the conflict with the trainer:

Attitude to authority

0 (0.0%)

Expectations concerning content

2 (50.0%)

Expectations concerning the teaching method

2 (50.0%)

10) If you have experienced conflict, how was it resolved?

Disciplinary measures (financial, suspension, expulsion etc.)

1 (11.1%)

Threats

0 (0.0%)

Discussion

3 (33.3%)

Changes in content

2 (22.2%)

Changes in approach

2 (22.2%)

Change of teacher

1 (11.1%)

11) In what country are you or have you been a learner?

Turkey

0 (0.0%)

Spain

0 (0.0%)

Poland

9 (100.0%)

Austria

0 (0.0%)

12) Enter your question

This is the first answer choice

1 (100.0%)

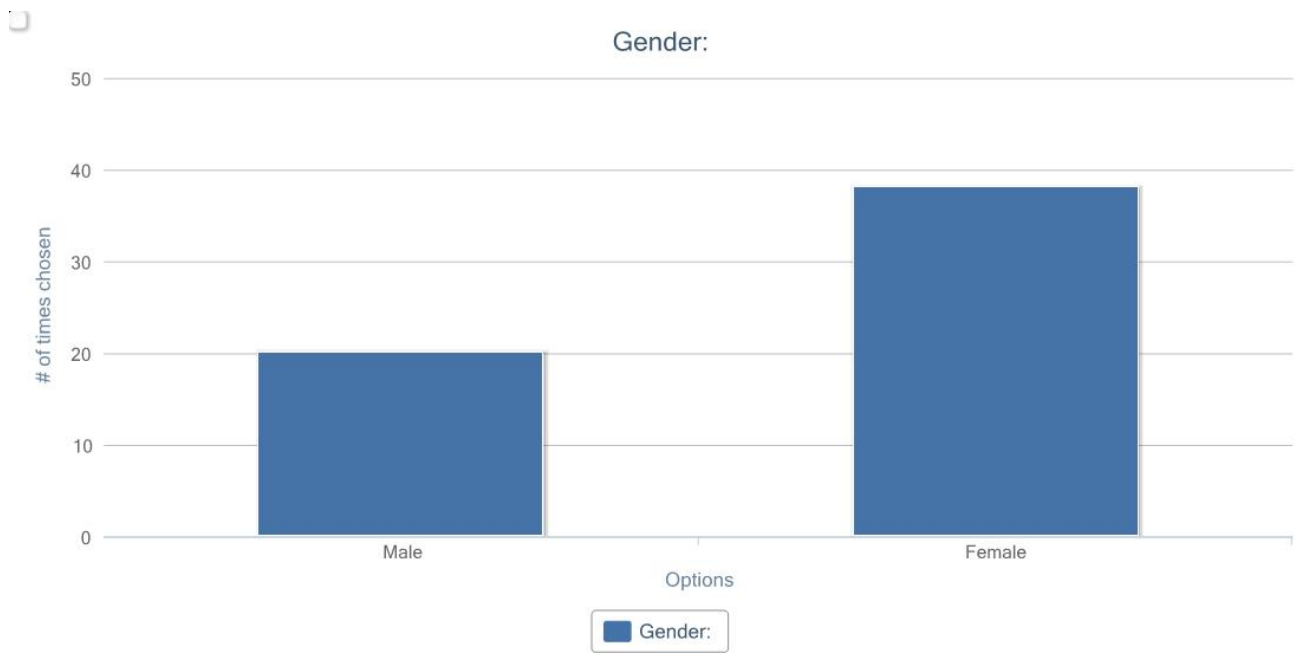
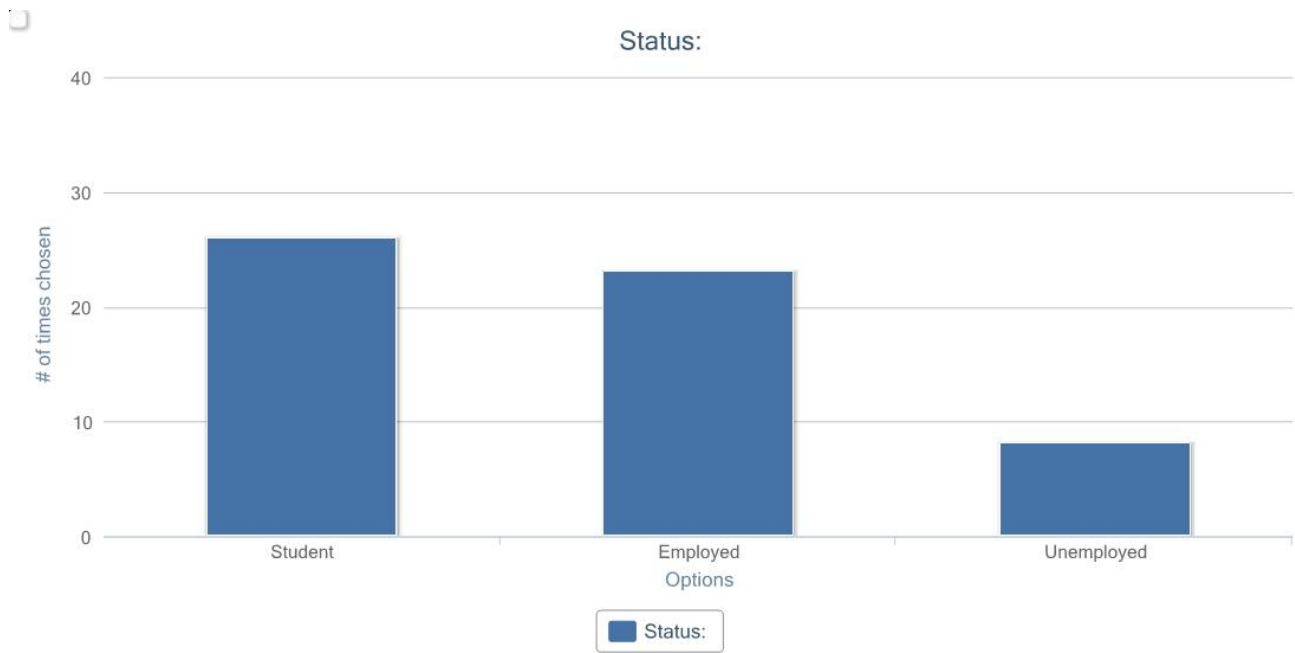
This is the second answer choice

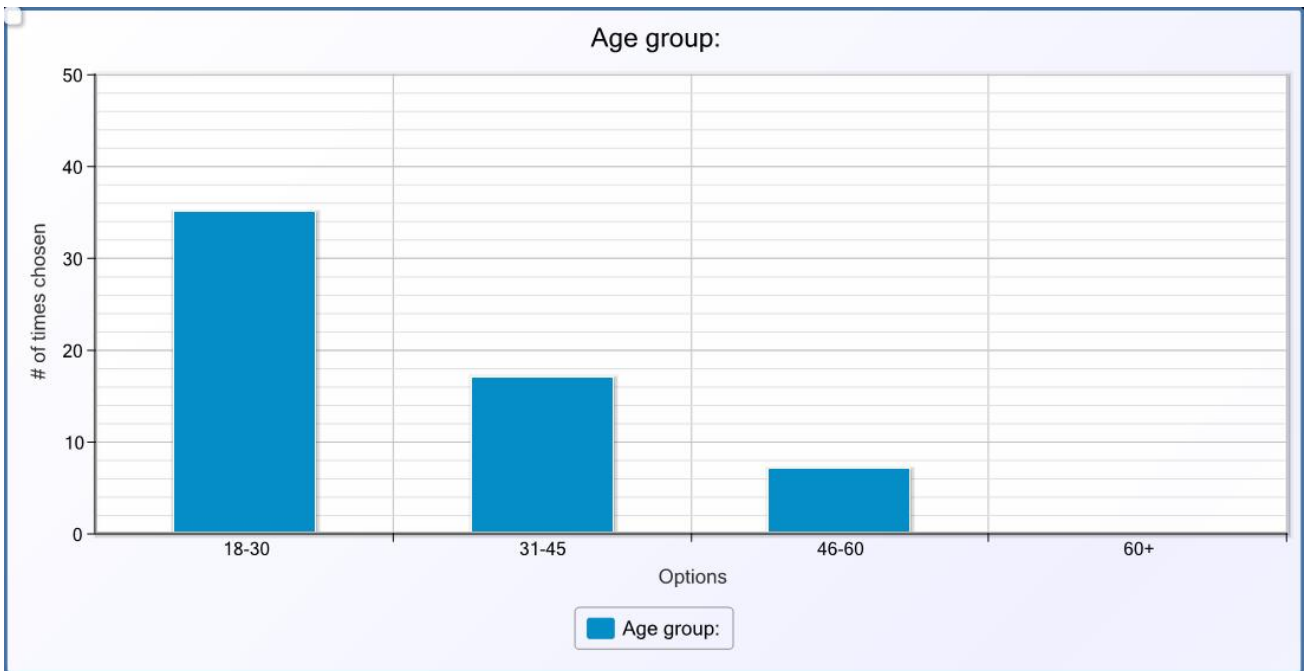
0 (0.0%)

# SURVEY TOTALS BY COUNTRY

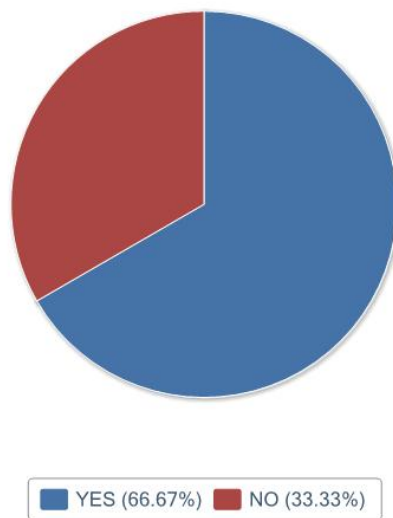
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LEARNER SURVEY</b>			<b>SPAIN</b>	<b>%</b>	<b>AUSTRIA</b>	<b>%</b>	<b>POLAND</b>	<b>%</b>	<b>TURKEY</b>	<b>%</b>	<b>TOTALS</b>	<b>AVERAGE %</b>
2													
3	<b>STATUS</b>		Student	12	57.1	5	41.7	1	11.1	7	50	25	39.98
4			Employed	5	23.8	7	58.3	8	88.9	3	21	23	48.10
5			Unemployed	4	19	0	0	0	0	4	29	8	11.90
6	<b>GENDER</b>		Male	0	0	7	50	6	75	7	50	20	43.75
7			Female	21	100	7	50	2	25	7	50	37	56.25
8	<b>AGE</b>		18-30	13	61.9	6	42.9	6	66.7	9	64	34	58.95
9			31-45	8	38.1	4	28.6	3	33.3	2	14	17	28.58
10			46-60	0	0	4	28.6	0	0	3	21	7	12.50
11			60+	0	0	0	0	0	0	0	0	0	0.00
12	<b>CONFLICT</b>		Yes	13	61.9	9	69.2	6	75	9	64	37	67.60
13			No	8	38.1	4	30.8	2	25	5	36	19	32.40
14	<b>CONFLICT WITH</b>		1 Other	1	9.1	1	11.1	1	16.7	1	33	4	17.55
15	<b>LEARNERS</b>		>1 other	4	36.4	0	0	2	33.3	0	0	6	17.43
16			Among other learners	6	54.5	8	88.9	3	50	2	67	19	65.03
17	<b>FACTORS</b>		Racial	3	12.5	0	0	0	0	0	0	3	3.13
18			Ethnic	1	4.2	0	0	0	0	0	0	1	1.05
19			Social	4	16.7	1	6.7	0	0	0	0	5	5.85
20			Religious	0	0	0	0	0	0	1	14	1	3.58
21			Gender	0	0	0	0	0	0	0	0	0	0.00
22			Age	1	4.2	1	6.7	1	7.1	0	0	3	4.50
23			Language	1	4.2	0	0	1	7.1	0	0	2	2.83
24			Personality	9	37.5	6	40	3	21.4	2	29	20	31.88
25			Background/Occupation	0	0	0	0	1	7.1	0	0	1	1.78
26			Cultural level	3	12.5	0	0	4	28.6	3	43	10	21.00
27			Learning ability	1	4.2	1	6.7	2	14.3	0	0	4	6.30
28			Degree of motivation	1	4.2	6	40	2	14.3	1	14	10	18.20
29	<b>CONFLICT WITH</b>		You +TR	2	40	1	16.7	3	50	1	17	7	30.85
30	<b>TRAINER</b>		Other LR+TR	1	20	1	16.7	1	16.7	1	17	4	17.53
31			>1 other LR + TR	1	20	4	66.7	2	33.3	3	50	10	42.50
32			>1 other LR + you + TR	1	20	0	0	0	0	1	17	2	9.18
33	<b>FACTORS</b>		Racial	1	8.3	0	0	0	0	0	0	1	2.08
34			Ethnic	1	8.3	0	0	0	0	0	0	1	2.08
35			Social	1	8.3	0	0	1	7.7	0	0	2	4.00
36			Religious	0	0	0	0	0	0	0	0	0	0.00
37			Gender	1	8.3	0	0	1	7.7	0	0	2	4.00
38			Age	1	8.3	3	15.8	1	7.7	0	0	5	7.95
39			Language	0	0	0	0	1	7.7	0	0	1	1.93
40			Personality	3	25	8	42.1	2	15.4	1	20	14	25.63
41			Background/Occupation	0	0	0	0	1	7.7	0	0	1	1.93
42			Cultural level	1	8.3	0	0	3	23.1	1	20	5	12.85
43			Learning ability	2	16.7	4	21.1	2	15.4	1	20	9	18.30
44			Degree of motivation	1	8.3	4	21.1	1	7.7	2	40	8	19.28
45			Attitude to authority	4	33.3	2	16.7	0	0	1	11	7	15.28
46			Expectations re content	5	41.7	4	33.3	2	50	4	44	15	42.35
47			Expectations re method	3	25	6	50	2	50	4	44	15	42.35
48	<b>RESOLUTION</b>		Disciplinary measures	3	20	2	10	1	11.1	0	0	6	10.28
49			Threats	1	6.7	0	0	0	0	0	0	1	1.68
50			Discussion	4	26.7	10	50	3	33.3	3	33	20	35.83
51			Changes in content	2	13.3	2	10	2	22.2	2	22	8	16.93
52			Changes in approach	4	26.7	5	25	2	22.2	2	22	13	24.03
53			Change of teacher	1	6.7	1	5	1	11.1	2	22	5	11.25

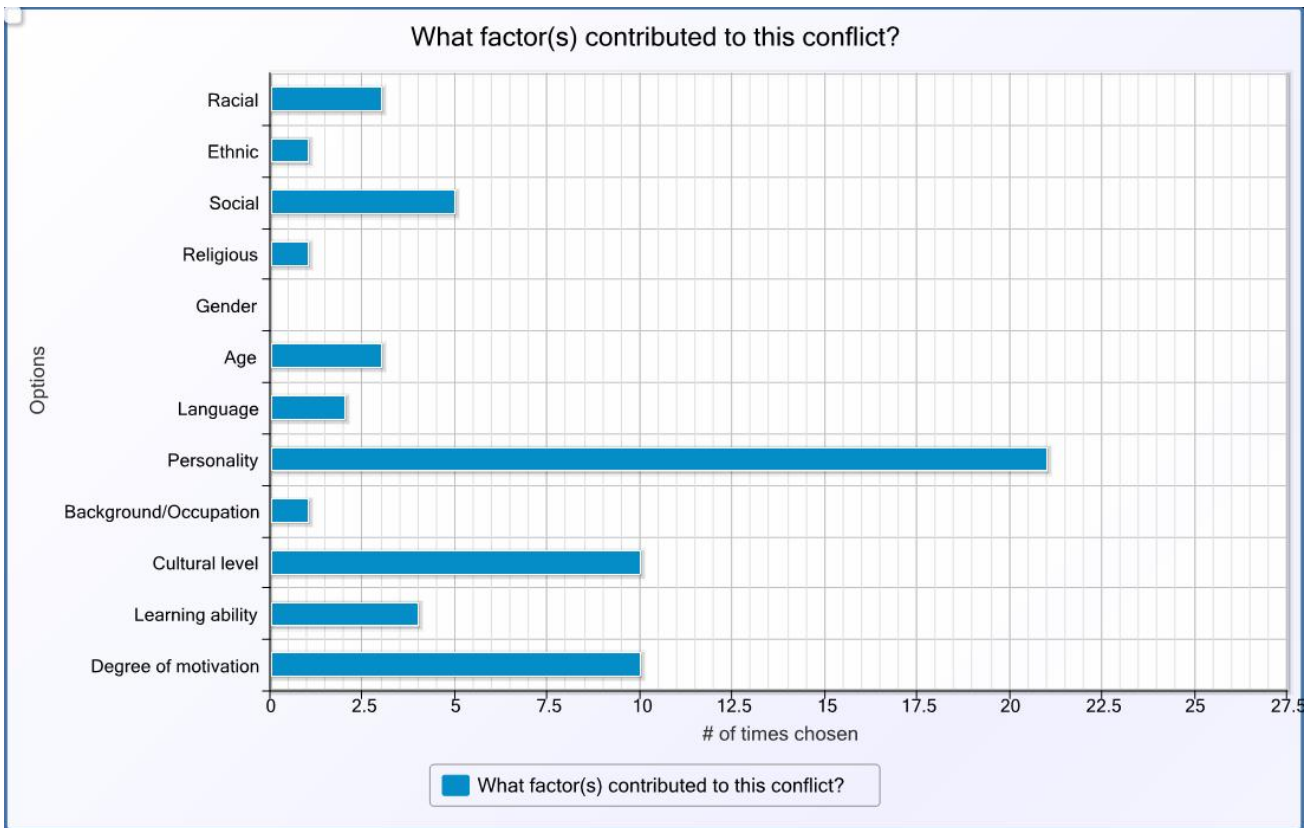
## STUDENT TYPE

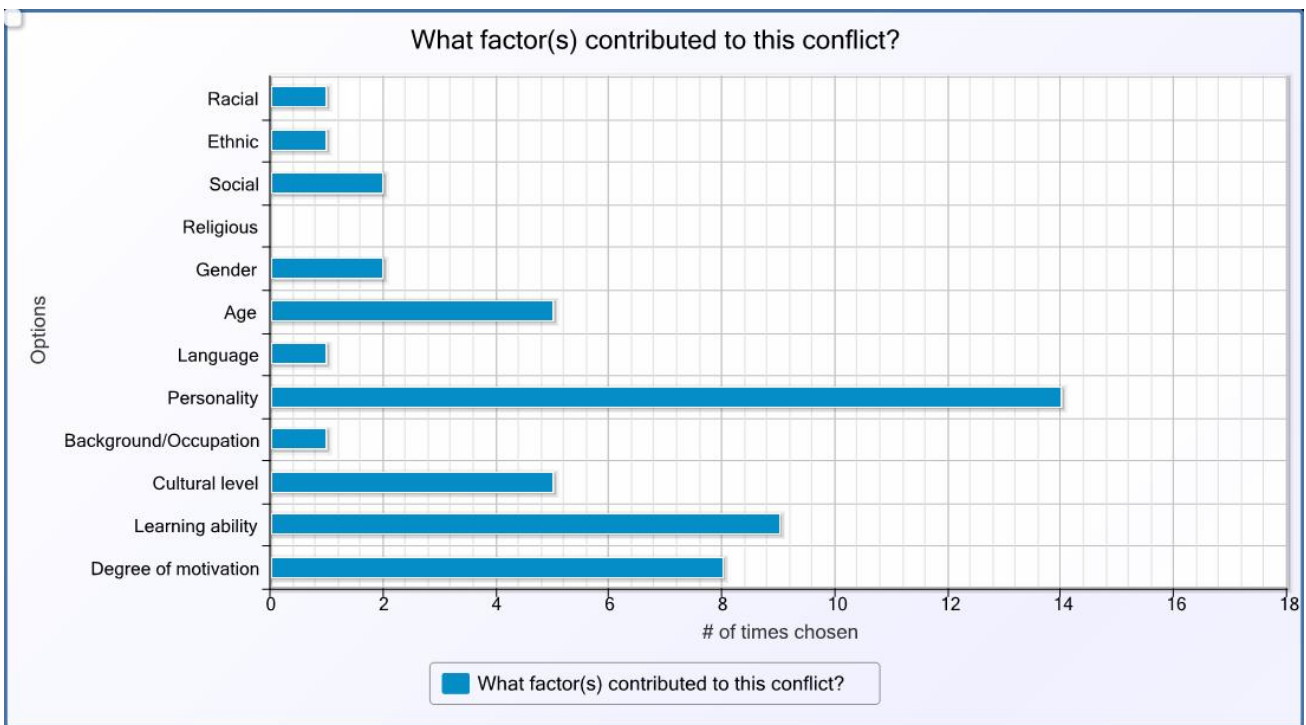




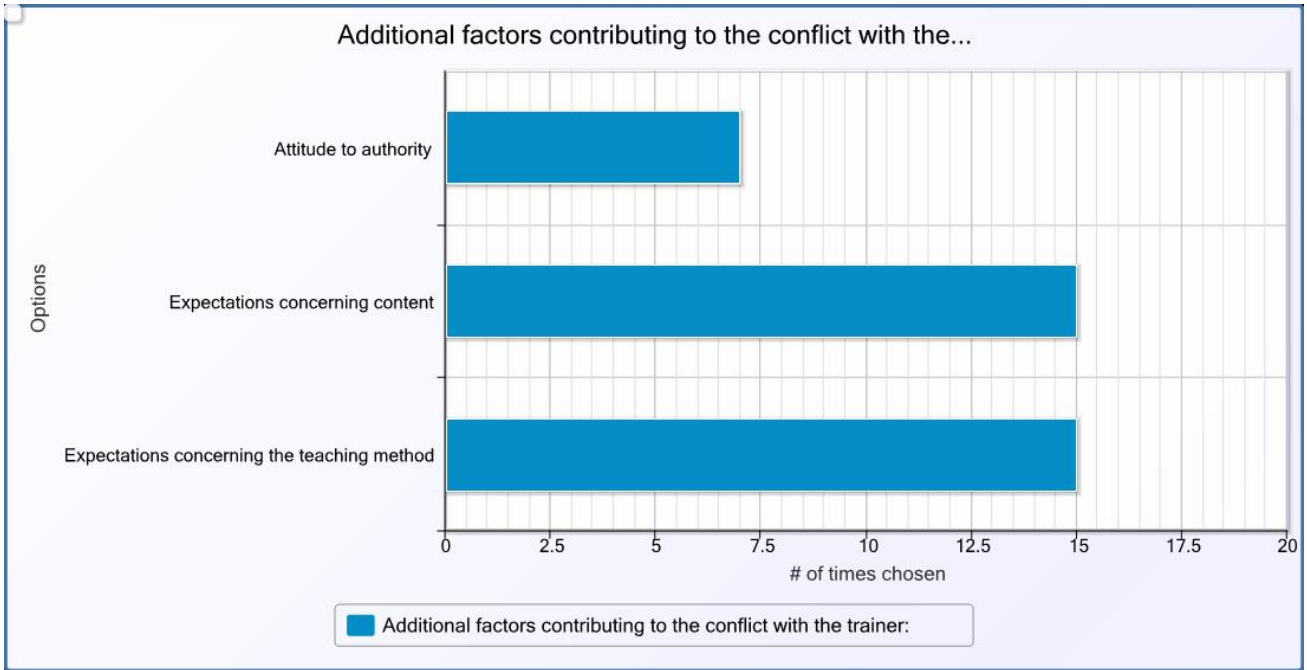
Have you ever experienced conflict in the classroom?



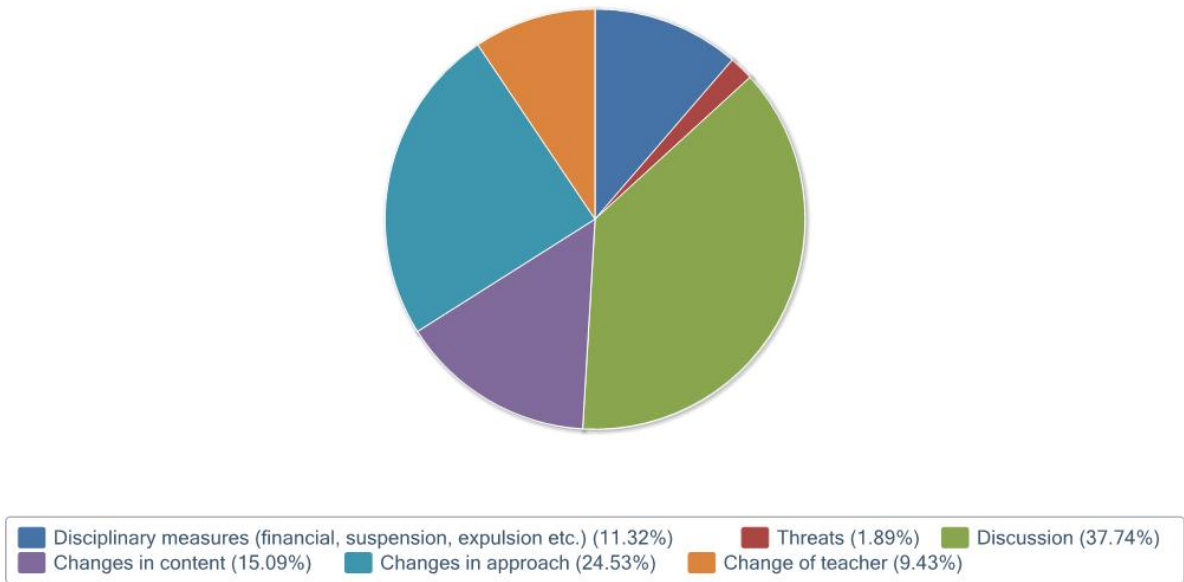




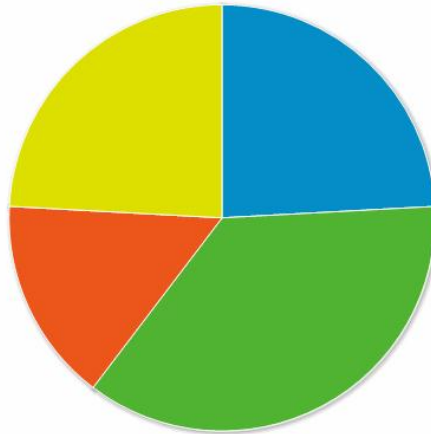




If you have experienced conflict, how was it resolved?



In what country are you or have you been a learner?



Turkey (24.14%) Spain (36.21%) Poland (15.52%) Austria (24.14%)

## CONFLICT MANAGEMENT QUESTIONNAIRE (FOR TRAINERS)

9. How long have you taught?

- Less than 5 years       5 – 10 years   
More than 10 years       More than 20 years

10. Your experience is mainly with:

- Intensive courses       Extensive courses

11. Your Gender:  Male  Female

12. Your Age:  18-30  31- 45  46-60  60+

13. What kind of adult learners have you worked with?

- Students in vocational training  Higher education students  
 Unemployed  In-company learners  
 Disadvantaged  Disabled  
 Immigrants  Returning learners  
 Learners seeking skills certification  Correctional facility inmates  
 Seniors  General or mixed public  
 Other - please specify in the space provided here:
- 

14. What aspects of classroom management do you find the most difficult?

- Size of group  Composition of the group (mixed abilities, previous knowledge etc.)  
 Gender mix  Time management  Mixed cultural backgrounds  
 Student motivation  Discipline  Communication  
 Other - please specify in the space provided here:
- 

15. Conflict management skills were:

- Part of your training  Something you acquired through experience

16. Have you experienced conflict in the classroom?  YES  NO

*If you answered YES, tick the boxes in Questions 9 & 10.*

17. Was the conflict:

- Between you and 1 specific learner?  
 Between you and more than 1 learner?  
 Among the learners – not including you?

What factor(s) contributed to the conflict?

- Racial       Ethnic       Social       Religious       Gender       Age  
 Language       Personality       Background/occupation  
 Cultural level       Learning ability       Degree of Motivation

- Attitude to authority  
 Expectations concerning content  
 Expectations concerning the teaching method

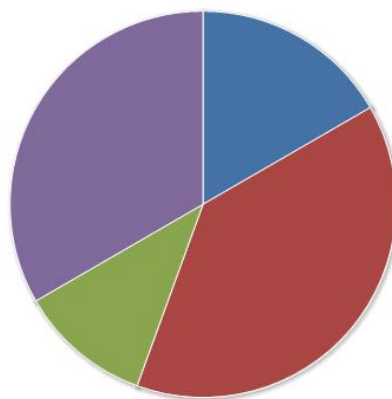
18. If you have experienced conflict, how was it resolved?

- Disciplinary measures (financial, suspension, expulsion etc.)  
 Threats       Discussion       Changes in content  
 Changes in approach       Change of teacher  
 Other - please specify in the space provided here:

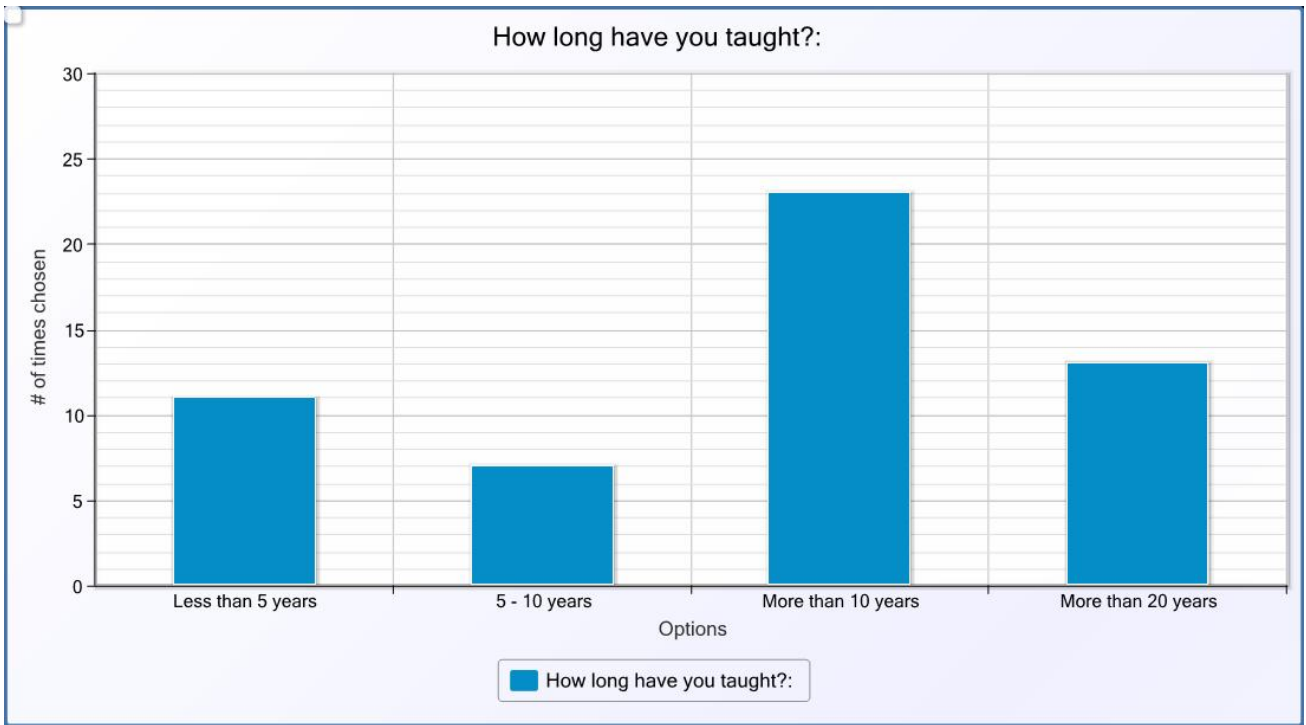
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19. What is the quality/skill/information you need most when a conflict arises in your classroom?

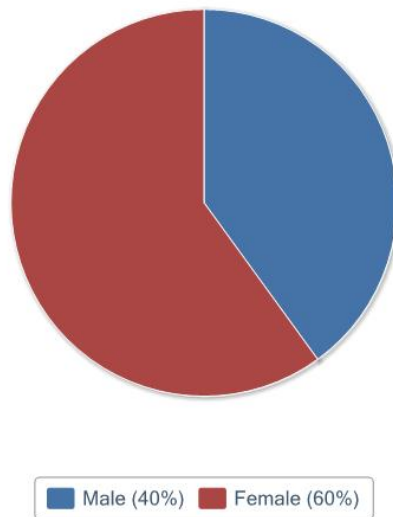
In what country are you or have you been a trainer?



Turkey (16.67%)     Spain (38.89%)     Poland (11.11%)     Austria (33.33%)



Gender:



# SPAIN

## Results for: TRAINERS

---

1) In what country are you or have you been a trainer?

---

Turkey

0 (0.0%)

---

Spain

21 (100.0%)

---

Poland

0 (0.0%)

---

Austria

0 (0.0%)

---

2) How long have you taught?:

---

Less than 5 years

0 (0.0%)

---

5 - 10 years

0 (0.0%)

---

More than 10 years

14 (66.7%)

---

More than 20 years

7 (33.3%)

---

3) Gender:

---

Male

3 (14.3%)

---

Female

18 (85.7%)

---

4) Your Age:

---

18-30

0 (0.0%)

---

31-45

16 (76.2%)

---

46-60

3 (14.3%)

---

60+

2 (9.5%)

---

5) Your experience is mainly with:

**Intensive courses**

4 (19.0%)

**Extensive courses**

17 (81.0%)

6) What kind of adult learners have you worked with?

**Students in vocational training**

3 (5.2%)

**Higher education students**

17 (29.3%)

**Unemployed**

6 (10.3%)

**In-company learners**

6 (10.3%)

**Disadvantaged**

1 (1.7%)

**Disabled**

2 (3.4%)

**Immigrants**

2 (3.4%)

**Returning learners**

2 (3.4%)

**Learners seeking skills certification**

7 (12.1%)

**Correctional facility inmates**

0 (0.0%)

**Seniors**

4 (6.9%)

**General or mixed public**

8 (13.8%)

7) What aspects of classroom management do you find the most difficult?

Size of group

6 (18.2%)

Composition of the group (mixed abilities, previous knowledge etc.)

8 (24.2%)

Gender mix

0 (0.0%)

Time management

1 (3.0%)

Mixed cultural backgrounds

1 (3.0%)

Student motivation

13 (39.4%)

Enter the answer option

1 (3.0%)

Discipline

1 (3.0%)

Communication

2 (6.1%)

8) Conflict management skills were:

Part of your training

1 (4.8%)

Something you acquired through experience

20 (95.2%)

9) If you have experienced conflict, was it:

Between you and 1 specific learner?

4 (28.6%)

Between you and more than 1 learner?

1 (7.1%)

Among the learners – not including you?

9 (64.3%)



10) What factor(s) contributed to this conflict?

**Racial**

0 (0.0%)

**Ethnic**

0 (0.0%)

**Social**

4 (16.0%)

**Religious**

0 (0.0%)

**Gender**

0 (0.0%)

**Age**

2 (8.0%)

**Language**

0 (0.0%)

**Personality**

8 (32.0%)

**Background/Occupation**

2 (8.0%)

**Cultural level**

1 (4.0%)

**Learning ability**

3 (12.0%)

**Degree of motivation**

5 (20.0%)

11) Additional factors contributing to the conflict:

**Attitude to authority**

9 (69.2%)

**Expectations concerning content**

2 (15.4%)

**Expectations concerning the teaching method**

2 (15.4%)

12) If you have experienced conflict, how was it resolved?

Disciplinary measures (financial, suspension, expulsion etc.)

2 (10.5%)

Threats

0 (0.0%)

Discussion

8 (42.1%)

Changes in content

1 (5.3%)

Changes in approach

7 (36.8%)

Change of teacher

1 (5.3%)

# TURKEY

## Results for: TRAINERS

---

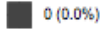
1) In what country are you or have you been a trainer?

---

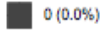
Turkey



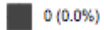
Spain



Poland



Austria



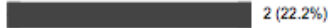
2) How long have you taught?:

---

Less than 5 years



5 - 10 years



More than 10 years



More than 20 years



3) Gender:

---

Male



Female



4) Your Age:

---

18-30



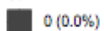
31-45



46-60



60+



5) Your experience is mainly with:

**Intensive courses**

5 (55.6%)

**Extensive courses**

4 (44.4%)

6) What kind of adult learners have you worked with?

**Students in vocational training**

1 (6.3%)

**Higher education students**

0 (0.0%)

**Unemployed**

2 (12.5%)

**In-company learners**

1 (6.3%)

**Disadvantaged**

0 (0.0%)

**Disabled**

0 (0.0%)

**Immigrants**

0 (0.0%)

**Returning learners**

1 (6.3%)

**Learners seeking skills certification**

3 (18.8%)

**Correctional facility inmates**

1 (6.3%)

**Seniors**

1 (6.3%)

**General or mixed public**

6 (37.5%)

7) What aspects of classroom management do you find the most difficult?

Size of group

0 (0.0%)

Composition of the group (mixed abilities, previous knowledge etc.)

5 (33.3%)

Gender mix

0 (0.0%)

Time management

0 (0.0%)

Mixed cultural backgrounds

3 (20.0%)

Student motivation

6 (40.0%)

Enter the answer option

0 (0.0%)

Discipline

1 (6.7%)

Communication

0 (0.0%)

8) Conflict management skills were:

Part of your training

3 (33.3%)

Something you acquired through experience

6 (66.7%)

9) If you have experienced conflict, was it:

Between you and 1 specific learner?

1 (11.1%)

Between you and more than 1 learner?

1 (11.1%)

Among the learners – not including you?

7 (77.8%)

10) What factor(s) contributed to this conflict?

**Racial**

0 (0.0%)

**Ethnic**

1 (3.6%)

**Social**

1 (3.6%)

**Religious**

0 (0.0%)

**Gender**

1 (3.6%)

**Age**

0 (0.0%)

**Language**

0 (0.0%)

**Personality**

11 (39.3%)

**Background/Occupation**

2 (7.1%)

**Cultural level**

1 (3.6%)

**Learning ability**

2 (7.1%)

**Degree of motivation**

9 (32.1%)

11) Additional factors contributing to the conflict:

**Attitude to authority**

6 (31.6%)

**Expectations concerning content**

11 (57.9%)

**Expectations concerning the teaching method**

2 (10.5%)

12) If you have experienced conflict, how was it resolved?

---

**Disciplinary measures (financial, suspension, expulsion etc.)**

1 (9.1%)

**Threats**

0 (0.0%)

**Discussion**

4 (36.4%)

**Changes in content**

2 (18.2%)

**Changes in approach**

4 (36.4%)

**Change of teacher**

0 (0.0%)

---

# AUSTRIA

## Results for: TRAINERS

---

1) In what country are you or have you been a trainer?

---

Turkey

0 (0.0%)

---

Spain

0 (0.0%)

---

Poland

0 (0.0%)

---

Austria

18 (100.0%)

---

2) How long have you taught?:

---

Less than 5 years

3 (17.6%)

---

5 - 10 years

2 (11.8%)

---

More than 10 years

7 (41.2%)

---

More than 20 years

5 (29.4%)

---

3) Gender:

---

Male

15 (83.3%)

---

Female

3 (16.7%)

---

4) Your Age:

---

18-30

1 (5.6%)

---

31-45

6 (33.3%)

---

46-60

11 (61.1%)

---

60+

0 (0.0%)

---



5) Your experience is mainly with:

Intensive courses



Extensive courses



6) What kind of adult learners have you worked with?

Students in vocational training



Higher education students



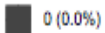
Unemployed



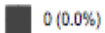
In-company learners



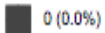
Disadvantaged



Disabled



Immigrants



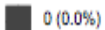
Returning learners



Learners seeking skills certification



Correctional facility inmates



Seniors



General or mixed public



7) What aspects of classroom management do you find the most difficult?

Size of group

8 (26.7%)

Composition of the group (mixed abilities, previous knowledge etc.)

6 (20.0%)

Gender mix

0 (0.0%)

Time management

3 (10.0%)

Mixed cultural backgrounds

0 (0.0%)

Student motivation

10 (33.3%)

Enter the answer option

0 (0.0%)

Discipline

1 (3.3%)

Communication

2 (6.7%)

8) Conflict management skills were:

Part of your training

7 (38.9%)

Something you acquired through experience

11 (61.1%)

9) If you have experienced conflict, was it:

Between you and 1 specific learner?

5 (29.4%)

Between you and more than 1 learner?

4 (23.5%)

Among the learners – not including you?

8 (47.1%)

10) What factor(s) contributed to this conflict?

**Racial**

0 (0.0%)

**Ethnic**

1 (3.6%)

**Social**

1 (3.6%)

**Religious**

0 (0.0%)

**Gender**

1 (3.6%)

**Age**

0 (0.0%)

**Language**

0 (0.0%)

**Personality**

11 (39.3%)

**Background/Occupation**

2 (7.1%)

**Cultural level**

1 (3.6%)

**Learning ability**

2 (7.1%)

**Degree of motivation**

9 (32.1%)

11) Additional factors contributing to the conflict:

**Attitude to authority**

6 (31.6%)

**Expectations concerning content**

11 (57.9%)

**Expectations concerning the teaching method**

2 (10.5%)

12) If you have experienced conflict, how was it resolved?

---

**Disciplinary measures (financial, suspension, expulsion etc.)**

1 (3.6%)

---

**Threats**

0 (0.0%)

---

**Discussion**

14 (50.0%)

---

**Changes in content**

3 (10.7%)

---

**Changes in approach**

9 (32.1%)

---

**Change of teacher**

1 (3.6%)

---

# POLAND

## Results for: TRAINERS

1) In what country are you or have you been a trainer?

Turkey

0 (0.0%)

Spain

0 (0.0%)

Poland

6 (100.0%)

Austria

0 (0.0%)

2) How long have you taught?:

Less than 5 years

3 (50.0%)

5 - 10 years

3 (50.0%)

More than 10 years

0 (0.0%)

More than 20 years

0 (0.0%)

3) Gender:

Male

2 (33.3%)

Female

4 (66.7%)

4) Your Age:

18-30

5 (83.3%)

31-45

1 (16.7%)

46-60

0 (0.0%)

60+

0 (0.0%)

5) Your experience is mainly with:

**Intensive courses**

1 (20.0%)

**Extensive courses**

4 (80.0%)

6) What kind of adult learners have you worked with?

**Students in vocational training**

0 (0.0%)

**Higher education students**

4 (28.6%)

**Unemployed**

0 (0.0%)

**In-company learners**

3 (21.4%)

**Disadvantaged**

0 (0.0%)

**Disabled**

0 (0.0%)

**Immigrants**

1 (7.1%)

**Returning learners**

1 (7.1%)

**Learners seeking skills certification**

3 (21.4%)

**Correctional facility inmates**

0 (0.0%)

**Seniors**

0 (0.0%)

**General or mixed public**

2 (14.3%)

7) What aspects of classroom management do you find the most difficult?

Size of group

1 (8.3%)

Composition of the group (mixed abilities, previous knowledge etc.)

5 (41.7%)

Gender mix

0 (0.0%)

Time management

0 (0.0%)

Mixed cultural backgrounds

1 (8.3%)

Student motivation

4 (33.3%)

Enter the answer option

0 (0.0%)

Discipline

0 (0.0%)

Communication

1 (8.3%)

8) Conflict management skills were:

Part of your training

2 (33.3%)

Something you acquired through experience

4 (66.7%)

9) If you have experienced conflict, was it:

Between you and 1 specific learner?

1 (20.0%)

Between you and more than 1 learner?

0 (0.0%)

Among the learners – not including you?

4 (80.0%)

10) What factor(s) contributed to this conflict?

**Racial**

0 (0.0%)

**Ethnic**

0 (0.0%)

**Social**

0 (0.0%)

**Religious**

0 (0.0%)

**Gender**

0 (0.0%)

**Age**

1 (9.1%)

**Language**

1 (9.1%)

**Personality**

3 (27.3%)

**Background/Occupation**

0 (0.0%)

**Cultural level**

0 (0.0%)

**Learning ability**

3 (27.3%)

**Degree of motivation**

3 (27.3%)

11) Additional factors contributing to the conflict:

**Attitude to authority**

1 (50.0%)

**Expectations concerning content**

0 (0.0%)

**Expectations concerning the teaching method**

1 (50.0%)



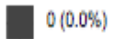
12) If you have experienced conflict, how was it resolved?

---

Disciplinary measures (financial, suspension, expulsion etc.)



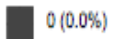
Threats



Discussion



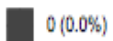
Changes in content



Changes in approach



Change of teacher



# TRAINER SURVEY TOTALS BY COUNTRY

TRAINER SURVEY		SPAIN	%	AUSTRIA	%	POLAND	%	TURKEY	%	TOTALS	AVERAGE %	
<b>YEARS TEACHING</b>	< 5 yrs	0	0	3	17.6	3	50	4	44.4	10	28.00	
	5 - 10 yrs	0	0	2	11.8	3	50	2	22.2	7	21.00	
	> 10 yrs	14	66.7	7	41.2	0	0	2	22.2	23	32.53	
	> 20 yrs	7	33.3	5	29.4	0	0	1	11.1	13	18.45	
<b>GENDER</b>	Male	3	14.3	15	83.3	2	33.3	2	22.2	22	38.28	
	Female	18	85.7	3	13.7	4	66.6	7	77.8	32	60.95	
<b>AGE</b>	18-30	0	0	1	5.6	5	83.3	2	22.2	8	27.78	
	31-45	16	76.2	6	33.3	1	16.7	5	55.6	28	45.45	
	46-60	3	14.3	11	61.1	0	0	2	22.2	16	24.40	
	60+	2	9.5	0	0	0	0	0	0	2	2.38	
<b>TYPE OF COURSE</b>	Intensive	4	19	10	62.5	1	20	5	55.6	20	39.28	
	Extensive	17	81	6	37.5	4	80	4	44.4	31	60.73	
<b>TYPES OF LEARNERS</b>	Vocational training	3	5.2	8	16.3	0	0	1	6.3	12	6.95	
	Higher education	17	29.3	12	24.5	4	28.6	0	0	33	20.60	
	Unemployed	6	10.3	4	8.2	0	0	2	12.5	12	7.75	
	In-company learners	6	10.3	6	12.2	3	21.4	1	6.3	16	12.55	
	Disadvantaged	1	1.7	0	0	0	0	0	0	1	0.43	
	Disabled	2	3.4	0	0	0	0	0	0	2	0.85	
	Immigrants	2	3.4	0	0	1	7.1	0	0	3	2.63	
	Returning learners	2	3.4	3	6.1	1	7.1	1	6.3	7	5.73	
	Certification seekers	7	12.1	4	8.2	3	21.4	3	18.8	17	15.13	
	Prison inmates	0	0	0	0	0	0	1	6.3	1	1.58	
	Seniors	4	6.9	6	12.2	0	0	1	6.3	11	6.35	
	General mixed public	8	13.8	6	12.2	2	14.3	6	37.5	22	19.45	
	<b>CLASSROOM MANAGEMENT PROBLEMS</b>	Group size	6	18.2	8	26.7	1	8.3	0	0	15	13.30
		Group composition	8	24.2	6	20	5	41.7	5	33.3	24	29.80
Gender mix		0	0	0	0	0	0	0	0	0	0.00	
Time management		1	3	3	10	0	0	0	0	4	3.25	
Mixed cultural b'grounds		1	3	0	0	1	8.3	3	20	5	7.83	
Student motivation		13	39.4	10	33.3	4	33.3	6	40	33	36.50	
Discipline		1	3	1	3.3	0	0	1	6.7	3	3.25	
Communication		2	6.1	2	6.7	1	8.3	0	0	5	5.28	
<b>MNGMT SKILLS</b>		Part of your training	1	4.8	7	38.9	2	33.3	3	33.3	13	27.58
		Acquired	20	95.2	11	61.1	4	66.7	6	66.6	41	72.40
<b>CONFLICT WITH</b>	1 Learner	4	28.6	5	29.4	1	20	1	11.1	11	22.28	
	> 1 Learner	1	7.1	4	23.5	0	0	1	11.1	6	10.43	
	Among learners, not you	9	64.3	8	47.1	4	80	7	77.8	28	67.30	
<b>FACTORS</b>	Racial	0	0	0	0	0	0	0	0	0	0.00	
	Ethnic	0	0	1	3.6	0	0	0	0	1	0.90	
	Social	4	16	1	3.6	0	0	1	6.3	6	6.48	
	Religious	0	0	0	0	0	0	0	0	0	0.00	
	Gender	0	0	1	3.6	0	0	0	0	1	0.90	
	Age	2	8	0	0	1	9.1	0	0	3	4.28	
	Language	0	0	0	0	1	9.1	0	0	1	2.28	
	Personality	8	32	11	39.3	3	27.3	2	12.5	24	27.78	
	Background/Occupation	2	8	2	7.1	0	0	1	6.3	5	5.35	
	Cultural level	1	4	1	3.6	0	0	3	18.8	5	6.60	
	Learning ability	3	12	2	7.1	3	27.3	4	25	12	17.85	
	Degree of motivation	5	20	9	32.1	3	27.3	5	31.3	22	27.68	
	Attitude to authority	9	69.2	6	31.6	1	50	5	50	21	50.20	
	Expectations re content	2	15.4	11	37.9	0	0	3	30	16	20.83	
	Expectations re method	2	15.4	2	10.5	1	50	2	20	7	23.98	
	<b>RESOLUTION</b>	Disciplinary measures	2	10.5	1	3.6	1	25	1	9.1	5	12.05
		Threats	0	0	0	0	0	0	0	0	0	0.00
		Discussion	8	42.1	14	50	2	50	4	36.4	28	44.63
		Changes in content	1	5.3	3	10.7	0	0	2	18.2	6	8.55
Changes in approach		7	6.8	9	32.1	1	25	4	36.4	21	25.08	
Change of teacher		1	5.3	1	3.6	0	0	0	0	2	2.23	

## CONCLUSIONS

Although there were differences in the results obtained in the four countries in the Learners' Survey and the Trainers' Survey, certain tendencies and similarities are evident as shown in the two synopses of results.

As regards the learners that completed the survey, the average over the four countries showed slightly more females than males, with almost 60% per cent in the age-range 18-30. Two thirds of these respondents had experienced conflict in the classroom although the majority stated that the conflict involved other learners, not themselves. The most significant single factor contributing to conflict in all four countries appears to have been personality differences, with cultural level as a significant secondary factor, especially in Poland and Turkey, as well as the degree of motivation, notably in the case of Austria. A key cause of friction or conflict between learners and trainers or teachers, from the learners' point of view, again seems to have been a question of personality, although there were other contributing factors, particularly the learners' expectations regarding course content and teaching approach.

Conflict resolution in the experience of the respondents to the questionnaire was mainly achieved through discussion rather than by threats or disciplinary measures, and also by means of changes of content and/or approach, and in a few cases change of teacher.

Female respondents to the Trainers' Survey were in the majority, and the main age-range was 31-45. The respondents' teaching experience was chiefly in higher education, in-company training, with the unemployed and the general public. Factors singled out as contributing to group management problems were group composition and size, mixed cultural backgrounds in the case of Turkey, and student motivation.

Almost three quarters of the respondents replied that conflict management skills had not been part of their training but something they had acquired with experience.

In similar fashion to the learners, who stated that the conflict involved other learners, not themselves, the trainers stated that the conflict they had experienced had mainly been among learners and that they themselves had not been involved, differences of personality again being cited as a factor.

The other key factors cited were degree of motivation, attitude to authority and, as was the case with the learners, differences involving expectations as to content and method. The trainer respondents coincided with the learners as regards resolution of conflict, this being in their experience also mainly through discussion and changes in approach.

In conclusion, therefore, based on the results of this survey, the key strategies for avoidance of conflict would appear to be a clear description at the outset of course content and methods and, if necessary, discussion and agreement between trainers and learners in this regard. This in itself would boost student motivation, together with improved classroom management techniques as well as personal and interpersonal skills training to help with conflict arising from differences of personality.