

## **ABSTRACT**

The bachelor thesis "Communication and its influence on the resolution of the conflict between teachers and parents" deals with the position of parents in the educational process and the importance of proper and quality communication between parents and school. The thesis focuses on the description of conflict situations between the school, its management and the teachers, and parents. The theoretical part describes and defines the basic knowledge in the field of conflict and communication. There are presented types of conflicts, main stages of conflicts, their causes and potential triggers, possible solutions and obstacles that may occur in these solutions. The work also deals with prevention and the principles of good communication, and examples of good practice are presented as well.

The practical part focuses on the description and analysis of specific conflict situations in the selected private primary school. The chosen method of case study deals with the examination of conflicts that first-grade teachers in the institution deal with. It identifies the most common causes of conflicts and problematic situations that the selected educators dealt with. It looks at the aspects that specific educators perceive as barriers to effective communication with parents when dealing with problematic situations. It describes the recommended practices used and recommended in the school and how other members of the teaching staff are involved in the resolution. It mentions the preventive measures applied at the school to eliminate the occurrence of conflicts as much as possible.

## **KEYWORDS**

communication, conflict, teacher, school, conflict resolution