

## Addressing educational safety in Brazil: Social psychology approaches to mitigate school violence



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### ABSTRACT

The challenge of school violence presents a complex landscape affecting students, teachers, and the broader community. In this chapter, we delve into an in-depth analysis of school violence within the Brazilian context, advocating for a holistic strategy to tackle this critical issue. Our discussion is rooted in social psychological theories and reinforced by contemporary empirical studies. We examine how individual behaviors, interpersonal dynamics, and broader societal factors contribute to the prevalence of violence in educational settings.

The chapter underscores the necessity of nurturing ethical values and fostering environments within schools that are not only safe but also conducive to learning and personal growth. We also highlight the role of evidence-based practices, including programs focused on social-emotional learning and conflict resolution techniques, in mitigating violent incidents. The effective implementation of these strategies demands collaborative efforts from educators, policy makers, family members, and community stakeholders. Integrating insights from social psychology with practical, evidence-backed interventions, this chapter outlines a framework for cultivating an educational atmosphere that is both nurturing and academically enriching, thereby supporting the holistic development of students.

**Keywords:** Educational safety, Mitigating school violence, Holistic strategies, Brazil, Social psychological perspectives, Ethical learning environments, Collaborative interventions.

## 1 INTRODUCTION

The prevalence of school violence in Brazil has become a critical issue of concern, attracting increasing attention from a broad spectrum of stakeholders including academic researchers, policymakers, and educational practitioners. A growing body of literature, including recent studies and reports, has alarmingly pointed to a rise in violent incidents within educational environments, underscoring the urgency for a comprehensive and nuanced understanding of this complex issue (Garcia-Silva; Lima Junior, 2022; Trevisan, 2022; Unesco, 2019). This chapter is dedicated to an extensive exploration of school violence in Brazil, primarily through the lens of Bandura's social psychology, a significant theoretical framework that provides invaluable insights into the dynamics and prevention of violent behaviors (Bandura, 1973; Bandura, 1977; Bandura, 1990; Bandura, 1997). By applying the principles of social psychology, this study endeavors to present a detailed analysis and recommend evidence-based interventions for this pressing issue.

The historical context of moral and ethical education in Brazil has seen a series of transformations. The 1960s were marked by a period of moral dogmatism, highlighted by the



mandatory inclusion of "Moral and Civic Education" in the curriculum. This approach gradually gave way to moral relativism in the 1990s, reflecting a broader change in educational paradigms and policies. Influenced significantly by constructivist theories, particularly those of Piaget, there was a notable shift towards the rational and autonomous development of values. This evolution emphasized the importance of social negotiation and the contextual nature of moral and ethical frameworks in the educational context (Buxarra, 2000; Morillo, 2022).

Despite these educational advancements, the issue of school violence remains pervasive, highlighting the need for a deeper and more comprehensive exploration of theoretical frameworks and practical strategies. Bandura's social learning theory emerges as a crucial perspective, offering insights into the mechanisms that underlie violent behaviors (Dias, 2023). This theory emphasizes the importance of observational learning, self-regulation, and the impact of social factors on individual behavior (Bandura, 1973; Bandura, 1977). Furthermore, the concepts of self-efficacy and moral disengagement, as proposed by Bandura, are instrumental in understanding the cognitive and motivational processes that contribute to the manifestation of violence in schools (Dias, 2023). Self-efficacy, which pertains to an individual's belief in their ability to execute specific actions, plays a pivotal role in determining whether an individual will engage in prosocial or violent behaviors (Bandura, 1990; Bandura, 1997). Moral disengagement, meanwhile, sheds light on the cognitive processes that enable individuals to rationalize and justify aggressive actions, thus offering a more nuanced understanding of the factors that fuel school violence (Bandura, 2002; Gini, 2016).

To effectively confront the challenge of school violence in Brazil, it is essential to weave together Bandura's insights from social psychology with other theoretical perspectives, such as sociocultural theories and ecological systems frameworks. These interdisciplinary approaches are key to understanding the complex interplay of individual, interpersonal, and broader contextual factors that contribute to violent behaviors in schools (Bronfenbrenner, 1979; Swearer et al., 2010). According to Dias (2023), drawing on a comprehensive array of research and evidence-based practices, this approach enables policymakers and educators to develop targeted interventions that not only address the underlying causes of violence but also promote prosocial behaviors and foster a safe and supportive school environment.

This chapter goes beyond merely presenting theoretical concepts; it seeks to bridge the gap between theory and practical application in the context of school violence in Brazil. By integrating a rich tapestry of relevant literature, empirical findings, and practical implications, this chapter contributes to the ongoing discourse on effective strategies for preventing and addressing school violence. The ultimate aim is to foster healthier, more inclusive, and safer learning environments for students, where they can thrive academically and personally. The exploration of Bandura's social



psychology within this specific context provides a unique and valuable perspective, enriching our understanding and informing practical strategies to combat school violence effectively.

## **2 UNDERSTANDING THE COMPLEX LANDSCAPE OF VIOLENCE IN BRAZILIAN SCHOOLS: A DEEP DIVE INTO CURRENT CHALLENGES**

The issue of violence in Brazilian schools has evolved into a critical and multifaceted concern, capturing the focused attention of academics, policymakers, and educators. In recent years, numerous studies and reports have illuminated the extent and intricacy of violence within school environments, emphasizing the need for a detailed understanding and effective responses (Garcia-Silva; Lima Junior, 2022; Trevisan, 2022; Unesco, 2019). This section aims to expand upon the current landscape of school violence in Brazil, weaving together the latest literature and research to offer a comprehensive and evidence-informed perspective.

A pivotal study by UNESCO in 2002, involving extensive research across 14 capital cities in Brazil, underscored the prevalence and multi-dimensional nature of violence in educational settings (Abramovay, 2002). This study broadly defined violence as any form of physical or symbolic harm inflicted on individuals or groups within the school context. Its findings revealed an alarming trend of increasing school violence, creating an environment fraught with insecurity and fear among students and educators.

The manifestation of violence in schools takes on various forms, impacting different relationships like teacher-student, student-teacher, and student-student interactions. The spectrum of aggression ranges from subtle abuses of authority by educators to overt threats, bullying, and physical or verbal assaults among students (Abramovay, 2002; Becker; Kassouf, 2016; Silva; Negreiros, 2020). While blatant acts of violence such as physical confrontations garner significant attention, it's crucial to recognize the myriad other forms of violence, including assaults on individuals, property damage, and the overall deterioration of the school atmosphere (Abramovay, 2002; Becker; Kassouf, 2016; Silva; Negreiros, 2020).

To fully grasp the complexity of school violence, it is imperative to explore the various factors contributing to its emergence. Extensive studies have identified a range of contributing elements, including but not limited to societal inequalities, family dynamics, peer influences, exposure to media violence, and suboptimal school conditions (Musu-Gillette et al., 2017; Payton et al., 2008; Nation et al., 2003). These factors often interact in complex ways, exacerbating the challenges faced by students and educators in these environments.

The impact of school violence extends far beyond the immediate physical and psychological harm inflicted on students. It significantly impedes academic achievement, school attendance, and broader educational outcomes. Students who are victims or witnesses of violence are more prone to



engage in delinquent activities, suffer from mental health issues, and face difficulties in forming positive relationships (Becker; Kassouf, 2016; Silva; Negreiros, 2020; Polanin; Espelage; Grotzinger, 2020). The far-reaching implications of school violence highlight the critical need for comprehensive and effective interventions to mitigate its effects and cultivate a nurturing and safe learning environment.

Addressing the challenge of school violence demands a multi-dimensional approach that harmoniously integrates research findings, policy formulation, and practical implementation. Effective strategies should include preventive measures, prompt identification and intervention strategies, specialized support for students at risk, and initiatives that promote positive school climates (Durlak, 2011; Silva; Negreiros, 2020; Swearer et al., 2010). Additionally, fostering collaborative efforts among various stakeholders, including educators, families, community groups, and governmental bodies, is vital for the successful implementation of evidence-based strategies and sustainable change (Musu-Gillette et al., 2017).

The situation of violence in Brazilian schools presents a deeply troubling scenario that requires immediate and concerted action from all involved parties. By gaining a comprehensive understanding of the scope and nature of school violence, and by considering the myriad factors that contribute to its occurrence, policymakers, educators, and researchers can collaboratively develop and implement evidence-based interventions. These measures are not only crucial for safeguarding the well-being of students but also play a significant role in their academic success and in fostering a more peaceful, cohesive society.

### **3 DEEPENING UNDERSTANDING OF SCHOOL VIOLENCE THROUGH SOCIAL PSYCHOLOGY**

School violence, a complex and multifaceted issue, demands a comprehensive approach for effective intervention and prevention. This expanded section explores the crucial role of social psychology in providing a deeper understanding of the various dimensions of school violence, examining individual, interpersonal, and contextual factors.

At the individual level, psychological aspects play a pivotal role in shaping behavior, particularly in the context of school violence (Dias, 2023). Research has consistently shown that individual traits such as aggression, impulsivity, empathy deficits, and mental health challenges are significant risk factors (Swearer et al., 2010; Vagi et al., 2013). These traits do not operate in isolation but are influenced and exacerbated by environmental and social factors, leading to a heightened risk of engaging in violent behavior. Understanding the psychological makeup of individuals, including their thought processes, emotional regulation, and coping mechanisms, is essential in identifying and addressing the roots of violent behavior in school settings.



The dynamics within school environments, particularly interpersonal relationships, significantly contribute to the manifestation of violence. Bullying, a critical aspect of school violence, involves complex power dynamics and can have profound implications for both victims and perpetrators, often escalating into more severe forms of aggression (Espelage; Swearer, 2003; Swearer et al., 2010). The interactions between students, and between students and teachers, can create an atmosphere that either promotes or mitigates violence (Dias, 2023). Understanding these dynamics is crucial for developing effective strategies to reduce violence and improve the overall school climate.

Beyond the individual and interpersonal levels, according to Dias (2023), broader societal and contextual factors significantly impact school violence. Socioeconomic disparities, community violence, family relationships, and media exposure to violence are all critical factors that contribute to a heightened risk of violence in schools (Farrell et al., 2006; Huesmann et al., 2003; Turner et al., 2011). These elements interact in a complex manner with individual predispositions and interpersonal relations, creating a multifaceted web of influences that can encourage or mitigate violent behaviors.

Social psychology offers several theoretical frameworks that are instrumental in understanding the dynamics of school violence:

- **Social Learning Theory:** Proposed by Bandura (1973), this theory highlights the importance of observational learning, imitation, and reinforcement in shaping behavior. It suggests that individuals, particularly children and adolescents, learn from observing others, including behaviors related to violence. This perspective underscores the influence of peers, media, and authority figures in modeling behaviors within the school context.
- **Social Identity Theory:** Developed by Tajfel and Turner (1979), this theory examines how an individual's identity within social groups influences their attitudes and behaviors. In the school environment, group dynamics, social categorization, and intergroup conflicts can play a significant role in the development of aggressive behaviors and attitudes. This theory helps in understanding how group affiliations and perceived social hierarchies contribute to the perpetuation of violence.
- **Social Ecological Model:** Introduced by Bronfenbrenner (1979), this model provides a comprehensive framework for analyzing the multiple layers of influence on an individual, from immediate environments like family and school to broader societal factors. It emphasizes the interaction between these different levels and their cumulative impact on individual behavior, particularly in the context of violence in schools.

In conclusion, by examining the interplay of individual, interpersonal, and contextual factors through the lens of social psychology, we gain a more comprehensive understanding of the mechanisms and risk factors associated with school violence. This expanded perspective is essential for developing and implementing evidence-based interventions and preventive strategies that aim to create safer, more



nurturing, and supportive educational environments for students. The insights from social psychology not only aid in addressing existing issues of school violence but also in proactively shaping school policies and practices to prevent the onset of such behaviors.

## 4 COMPREHENSIVE STRATEGIES FOR ADDRESSING SCHOOL VIOLENCE IN BRAZIL: A MULTIFACETED APPROACH

Confronting the widespread issue of violence in Brazilian schools necessitates a holistic and multi-layered strategy, moving beyond mere disciplinary actions towards cultivating a nurturing and secure educational atmosphere. This section offers an in-depth analysis of potential approaches to tackle school violence, emphasizing the significance of values education, ethical development, and the application of Bandura's social cognitive theory. Drawing from a wide range of literature and research, the aim is to provide a well-founded and authoritative perspective on practical and effective methods to address this complex challenge.

### 4.1 EMPHASIZING VALUES EDUCATION

The role of values education in addressing school violence cannot be overstated. It serves as a foundational element in shaping the moral and ethical compass of students, thereby influencing their behavior and interactions within the school environment.

Values education involves imparting essential moral values such as empathy, respect, responsibility, integrity, and fairness. These values form the cornerstone of students' personal development and social interactions (Lepre, 2019; Morillo, 2022). The goal is to cultivate a mindset in students that values and respects others, thereby reducing instances of conflict and aggression. Integrating these core principles into the curriculum and school culture promotes an environment where prosocial behavior is the norm.

Research has consistently demonstrated the positive impact of values education programs in reducing aggression and enhancing prosocial behaviors among students (Morillo, 2022; Piotrowska et al., 2015; Torney-Purta et al., 2001). These programs equip students with the necessary skills to navigate social challenges, make ethical decisions, and engage constructively with their peers. For instance, programs that emphasize empathy and respect have been shown to reduce bullying and other forms of school violence significantly.

Effective implementation of values education requires a holistic approach that goes beyond the traditional classroom setting. It involves integrating values into every aspect of school life, including policies, teaching methods, extracurricular activities, and the overall school climate (Dias, 2023). Teachers play a crucial role as role models, demonstrating these values through their interactions with



students and colleagues. Additionally, involving families and the wider community in values education initiatives can reinforce these principles beyond the school setting.

While the benefits of values education are clear, its implementation comes with challenges. It requires a consistent and school-wide effort, with educators trained in delivering values-based lessons and activities (Dias, 2023). There is also a need for continuous assessment and adaptation of these programs to ensure they meet the evolving needs of students and the school community. Engaging students in meaningful discussions about values and ethics, and providing opportunities for them to apply these values in real-life situations, are essential for the deep internalization of these principles.

In summary, values education is a powerful tool in the fight against school violence. By instilling core moral values, schools can foster a positive culture that encourages respect, empathy, and responsibility among students. This approach not only addresses the immediate issue of violence but also prepares students to become ethically responsible citizens. The implementation of values education, while challenging, offers a pathway to creating safer, more inclusive, and harmonious school environments.

## 4.2 NURTURING ETHICAL DEVELOPMENT

The nurturing of ethical development in students is a critical component in addressing school violence, complementing and reinforcing the principles taught in values education. Ethical development in educational settings involves guiding students through the process of understanding and resolving moral dilemmas, fostering personal reflection on ethical values, and building a robust framework for ethical reasoning.

Ethical development is a multifaceted process that involves more than just understanding moral values; it requires students to actively engage in ethical reasoning and decision-making. According to Rest (1986), ethical development is a journey that encompasses recognizing moral issues, making moral judgments, establishing moral intent, and carrying out moral actions. This journey is crucial in preparing students to face real-life moral challenges and respond with integrity and ethical consideration.

Bandura's social cognitive theory, with its emphasis on observational learning, social modeling, and self-efficacy, is particularly relevant in the context of ethical development (Bandura, 1999). By observing and emulating positive role models, whether they are teachers, peers, or figures from literature and history, students can learn to internalize ethical behaviors and decision-making processes. The theory highlights the importance of creating a school environment where positive behaviors are not only taught but also visibly practiced and reinforced.

Exposure to positive role models, both in and out of the classroom, is essential for students to develop strong ethical principles (Dias, 2023). Teachers and school staff can embody these principles



in their daily interactions, serving as live examples of ethical behavior in action. Additionally, incorporating discussions about historical figures, literary characters, or contemporary leaders who exemplify ethical behavior can provide students with a broader range of role models.

Kohlberg's stages of moral development provide another useful framework for understanding how students progress in their ethical reasoning (Kohlberg, 1981). By tailoring discussions and activities to students' developmental stages, educators can more effectively engage them in ethical thinking.

Gilligan's theory of moral development, which emphasizes the role of empathy and relationships in ethical reasoning, can also complement this approach (Gilligan, 1982). This perspective encourages educators to create learning experiences that foster empathy and an understanding of the interconnectedness of relationships in ethical decision-making.

Incorporating ethical discussions into the curriculum, using case studies, and engaging in role-playing scenarios can provide practical opportunities for students to practice ethical reasoning (Dias, 2023). These activities encourage students to think critically, consider different perspectives, and make decisions based on ethical principles.

Nurturing ethical development is a dynamic and continuous process that plays a vital role in equipping students with the tools to handle moral dilemmas and make ethical decisions. By integrating theories like those of Bandura, Kohlberg, and Gilligan, and providing real-world applications, schools can foster a culture of ethical thought and behavior. This approach not only aids in reducing school violence but also prepares students for the ethical challenges of the wider world, promoting a more just and compassionate society.

### 4.3 FOSTERING A POSITIVE SCHOOL CULTURE

Developing a positive and non-violent school culture is essential for mitigating school violence and enhancing the overall educational experience. This includes cultivating healthy relationships, community spirit, and constructive communication within the school environment.

A supportive school climate is marked by nurturing teacher-student relationships, effective peer collaboration, and a shared sense of responsibility among all members of the school community. These elements contribute significantly to a positive educational environment where violence is less likely to occur (Nation et al., 2003; Wang et al., 2019). Creating such a climate involves consistent efforts across various levels, from school policies to everyday interactions in classrooms and hallways.

The quality of teacher-student relationships is a critical factor in fostering a positive school culture. Teachers who establish trust, respect, and understanding with their students can significantly influence their students' attitudes and behaviors (Hattie, 2009). Effective communication, empathetic





listening, and consistent support are key strategies teachers can employ to strengthen these relationships.

Fostering peer collaboration and encouraging student engagement are essential for building a strong sense of community within the school. Activities that promote teamwork, mutual respect, and shared goals can help students develop a sense of belonging and responsibility towards their peers and the school (Cohen et al., 2009). This sense of community is vital in reducing incidents of violence and bullying.

Implementing conflict resolution strategies and restorative practices is crucial in promoting a non-violent school culture. These approaches focus on understanding the root causes of conflicts, addressing the needs of all parties involved, and repairing harm (Thorsborne, 2017; Wachtel, 2016). Restorative practices, in particular, emphasize the importance of dialogue, empathy, and mutual respect in resolving disputes and restoring relationships.

Programs and activities that develop empathy and respect among students are essential components of a positive school culture (Dias, 2023). These can include social-emotional learning curriculums, cultural awareness programs, and community service projects. Such initiatives help students understand diverse perspectives and foster an inclusive and empathetic school environment.

Cultivating a positive school culture requires concerted efforts from all stakeholders, including educators, students, parents, and the wider community. By focusing on building strong relationships, promoting community spirit, and implementing constructive conflict resolution strategies, schools can create an environment that is conducive to learning, collaboration, and mutual respect, thus reducing the likelihood of violence.

#### 4.4 COLLABORATIVE IMPLEMENTATION AND STAKEHOLDER ENGAGEMENT

The successful implementation of strategies to combat school violence relies heavily on a collaborative approach involving various stakeholders, including policymakers, educators, parents, and the wider community.

Collaborative efforts must begin at the policy and curriculum development stages. Integrating values education, ethical development, and principles from Bandura's social cognitive theory into the school curriculum is a complex process that benefits from diverse perspectives (Lepre, 2019; Torney-Purta et al., 2001). Policymakers and educational leaders should work closely with teachers, parents, and community representatives to ensure that the curriculum is culturally relevant, age-appropriate, and aligned with the community's values and needs.

Educators play a critical role in implementing these strategies. Continuous professional development focused on values education, ethical development, conflict resolution, and classroom management is essential for teachers to effectively facilitate these programs (Darling-Hammond et al.,



2017). Training should also focus on enhancing teachers' skills in building positive relationships with students and in creating inclusive and supportive classroom environments.

Parental involvement and community engagement are key to the success of violence prevention strategies. Schools can foster this involvement through regular communication, workshops, and community events. Engaging parents in discussions about values education and ethical development helps extend the learning beyond the classroom and into the home (Epstein, 2011). Community organizations can provide additional resources and support, such as mentoring programs, after-school activities, and mental health services.

Establishing mechanisms for regular evaluation and feedback is crucial for assessing the effectiveness of implemented strategies. This involves collecting data on student behavior, school climate, and academic outcomes, and using this information to make informed adjustments to the programs. Feedback from students, teachers, parents, and community members should be actively sought and considered in the evaluation process.

Long-term sustainability of violence prevention initiatives requires building and maintaining strong partnerships among all stakeholders. This includes creating formal agreements with community organizations, fostering ongoing dialogue with parents and families, and engaging local government and policymakers in supporting school efforts (Blank, Melaville & Shah, 2003).

Collaborative implementation and stakeholder engagement are fundamental to the success and sustainability of strategies aimed at reducing school violence (Dias, 2023). By working together, all parties can contribute to creating a safe and nurturing educational environment where students can thrive.

In conclusion, effectively addressing school violence in Brazil requires a comprehensive and multifaceted approach that prioritizes values education, ethical development, and the incorporation of Bandura's social cognitive theory. By fostering empathy, ethical decision-making, positive relationships, and a sense of community, schools can establish a safe and inclusive environment that significantly reduces the risk of violence. Collaboration among all stakeholders is imperative for the successful implementation and long-term sustainability of these strategies. Adopting this evidence-based approach paves the way for schools to focus on the holistic development and well-being of students, thereby contributing to a more peaceful and inclusive society. This strategic framework not only addresses the immediate challenges of school violence but also lays the foundation for cultivating a generation of ethically responsible and socially conscious individuals.

## 5 FINAL REMARKS

Addressing and preventing school violence is an intricate task that demands an extensive, well-researched approach. Throughout this chapter, we have dissected the multifaceted nature of school



violence and emphasized the critical need for integrating robust research findings and evidence-based strategies to cultivate safe, nurturing educational environments.

The extensive research on school violence highlights the complex interplay of numerous contributing factors. This complexity defies simplistic explanations and underscores the necessity of examining individual, interpersonal, and broader contextual elements.

At the individual level, research has consistently identified psychological factors that are associated with an increased propensity for violent behavior. These include aggressive tendencies, impulsivity, low levels of empathy, and existing mental health challenges. Recognizing and understanding these traits is vital for identifying at-risk individuals and for formulating targeted interventions (Swearer et al., 2010; Vagi et al., 2013).

The role of interpersonal dynamics within schools is also paramount in the emergence and perpetuation of violence. Bullying, as a specific example, has been identified as a significant precursor to more severe forms of aggression. Issues such as power imbalances, social hierarchies, and negative peer interactions are instrumental in fostering a culture of violence within educational settings (Espelage & Swearer, 2003; Swearer et al., 2010).

The broader social and environmental context in which students live plays a substantial role in shaping their attitudes and behaviors. Factors such as socioeconomic disadvantage, community violence, family dynamics, and media violence exposure interact with individual and interpersonal processes, thus contributing to the complexity of school violence (Farrell et al., 2006; Huesmann et al., 2003; Turner et al., 2011).

To effectively tackle school violence, it is crucial to employ a comprehensive approach that addresses these risk factors at various levels. Programs that have demonstrated effectiveness include those that enhance the overall school climate, develop social-emotional competencies, support positive teacher-student relationships, and encourage peer-led interventions. Tailoring these interventions to meet the diverse needs of student populations, while considering cultural, socioeconomic, and contextual variables, is essential (Cook et al., 2010; Nation et al., 2003; Olweus et al., 2013).

The involvement of educators, parents, and the community is integral to creating an inclusive, secure school environment. Collaborative efforts are fundamental for the successful implementation of violence prevention strategies, fostering a culture of respect, empathy, and tolerance. Partnerships with community organizations, parental engagement, and ongoing professional development for educators can substantially augment the effectiveness of these initiatives (Centers For Disease Control And Prevention, 2014; Vivolo-Kantor et al., 2016).

Continual research and evaluation are paramount for refining and enhancing violence prevention programs. By consistently assessing the efficacy of interventions, researchers can identify effective practices and contribute to the development of strategies that adapt to the evolving nature of



school violence. Future research should aim to understand the specific contexts of violence, its long-term impacts on individuals and communities, and the efficacy of various intervention methods (Bradshaw et al., 2009; Durlak et al., 2011).

In summary, effectively addressing and preventing school violence requires a comprehensive, deeply informed understanding of its complexities. By considering the interplay of individual, interpersonal, and contextual factors, implementing evidence-informed interventions, promoting collaborative partnerships, and pursuing rigorous research and evaluation, we can strive towards establishing safe and supportive educational environments conducive to the holistic development of students. This dedication to comprehensive action and continuous enhancement is crucial for the well-being and holistic growth of individuals and communities at large. The journey towards mitigating school violence is ongoing and requires the committed efforts of all stakeholders in the educational ecosystem.



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