edufamily®

Understand bullying. Act effectively.

Counselling and training for parents, schools and professionals

Specialised in bullying and cyberbullying

“Bullying is a matter of status, power, group dynamics and social control, not just a lack of skills.”



Christelle Schläpfer
Bullying and cyberbullying expert

WHAT IT'S ABOUT

Bullying starts quietly

Bullying rarely starts with something that is immediately recognisable as bullying. It begins with small put-downs that are easily overlooked in everyday life or dismissed as a conflict. If nobody reacts, the group takes this as silent permission.

Recipes, checklists and guidelines fall short with such a complex issue, because what works in one situation can have the opposite effect in another. A deeper understanding is needed to find the right response for each specific case. Prevention and intervention only become effective when the whole system is taken into account: the child affected, the group, the families, the school and what we adults contribute.

For 16 years I have been working with families and schools on bullying and cyberbullying. My approach is rooted in Alfred Adler's Individual Psychology and combines research with practice.

> "I value her positive and appreciative attitude towards everyone involved in entangled bullying situations. I warmly recommend Christelle's services for parents, schools and professionals."
>
> **Slobodanka Stjepanović, school social worker**

Who is it for?

For parents
Counselling and talks for parents
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For schools
Counselling, support and team training
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For professionals
The H.A.B.A.360® programme (Holistic Anti-Bullying Approach)
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FOR PARENTS

If your child is affected or you are unsure

Many parents feel powerless when it comes to bullying: they do not know whether to step in, and sometimes feel that the school does not understand them. In counselling, we look at the situation together and develop steps that strengthen your child and take the group dynamics into account.

Parent counselling

For parents whose child is affected by bullying or cyberbullying. If needed, I also work directly with your child or teenager.

- At my practice in Winterthur or online
- In German, French, Spanish and English

Talks for parents

For schools, parent councils and institutions. Parents go home with a better understanding and feel more able to act.

- “Bullying and cyberbullying: prevent, recognise and respond well”
- “Sibling rivalry or sibling bullying?”

Appointments for counselling and talks: info@edufamily.ch

> “A wonderful personality who conveys her content in a practical, well-founded and understandable way, with great expertise. Not just presented, but worked through with the audience, with real ‘aha’ moments. Also incredibly competent, individual and personal in the one-to-one conversation afterwards. Highly recommended!”
>
> **Review after a talk for parents, September 2026**

FOR SCHOOLS

When a case escalates or you want to prevent it

Bullying presents schools with major challenges: affected families expect quick solutions, teachers are under strain, and a dynamic has often become entrenched in the class that individual measures can hardly resolve. Those who work with everyone involved every day are caught in the middle of these relationships. Outside support brings a perspective that is fair to all sides and takes pressure off the team.

Counselling and support

For school leaders, teachers and school social workers in acute cases of bullying and cyberbullying.

> "She is extremely competent and helpful. She is able to change perspectives and show what is needed."
>
> **Monika B., head teacher**

Training for school teams

A training day that gives the whole team a new understanding of bullying, complemented by case discussions and tailored to your school. This helps the team develop a shared stance. The training usually takes place at your school, or online on request, for example for schools abroad.

> "Christelle Schläpfer delivered tailor-made training based on our input. […] We enjoyed an exciting, useful and very interesting training. Many thanks for the competent and straightforward approach."
>
> **Martin S., head teacher, Montlingen lower secondary school**

Enquiries about counselling and training: info@edufamily.ch

Parent evenings at your school: see "For parents"

H.A.B.A. 360

Holistic Anti Bullying Approach

H.A.B.A.360® is a training programme for professionals. It leads step by step from an introduction for use at your own school to working as a multiplier in prevention, counselling and training. The approach is holistic, combines research with practice and considers the whole system rather than individual symptoms.

The levels at a glance

- **Basic Level:** introduction for use at your own school
- **Level 1 Facilitator:** qualifies you to design and run your own prevention programmes and talks for children, young people and parents
- **Level 2 Coach & Trainer:** qualifies you to counsel in bullying and cyberbullying cases, support schools, parents and affected children and young people, and run team training at schools
- **Level 3 Mentor:** in addition, certification of schools and teaching of the Basic Level and Level 1
- **Level 4 Senior Mentor:** in addition, teaching of Level 1 and Level 2

> "Your input gave me a great deal of new knowledge, much deeper than anything I had learned about bullying before. I found it fascinating how important it is to deal properly with those doing the bullying too, not just with the child affected. I am very motivated to pass this knowledge on to my whole team at school."
>
> **Rahel Märki, primary school teacher**

> "Her professional expertise and her ability to differentiate between method and attitude convinced me."
>
> **Nadine Portmann, psychosocial counsellor with Swiss federal diploma**

Levels and information:
www.edufamily.ch/en/professionals

PROFILE



Christelle Schläpfer

Bullying and cyberbullying expert

Individual Psychology counsellor and lecturer

Christelle Schläpfer knows school life from the inside: she taught at upper secondary level for 14 years. For 16 years she has been supporting families and schools with bullying and cyberbullying. She is the founder of edufamily® and the developer of H.A.B.A.360®, a multiplier programme for professionals.

She teaches at, among others, Ramon Llull University in Barcelona, the Institut Alfred Adler de Paris and ICASSI, and chairs the Section for Pedagogics and Education of the International Association of Individual Psychology.

Counselling and teaching in German, French, Spanish and English.

BOOK (IN GERMAN)

"Mobbing anders angehen"

Vandenhoeck & Ruprecht, published in February 2027. English translation coming soon.

PODCAST (IN GERMAN)

"Mobbing anders angehen"

On Spotify, Apple Podcasts, Deezer and other platforms

More about the approach



THE BOOK (IN GERMAN)

Mobbing anders angehen

Why many measures fail and what really helps

Much is known about bullying, and yet many interventions fail. The book shows why well-intentioned measures sometimes do harm, and gives schools and parents the confidence to act.

Published in February 2027
English translation coming soon
Vandenhoeck & Ruprecht, 264 pages
ISBN 978-3-525-40932-9

Pre-order: vandenhoeck-ruprecht-verlage.com



THE PODCAST (IN GERMAN)

Mobbing anders angehen

Background and reflections on bullying and cyberbullying for parents, teachers and professionals.

On Spotify, Apple Podcasts, Deezer and other platforms
edufamily.ch/podcast

edufamily®

Specialised in bullying and cyberbullying
Counselling and training

Over 180 reviews

99% recommendations

for talks, courses and counselling on ProvenExpert

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For enquiries about counselling, talks and training,
feel free to write to me.