edufamily®

Understand bullying. Act effectively.

Counselling and training for parents, schools and professionals

Specialised in bullying and cyberbullying

«Bullying is a question of status, power, group dynamics and social control, not only of missing skills.»



Christelle Schläpfer
Expert in bullying and cyberbullying

Bullying is a child protection issue

Children have the right to grow up free from fear and intimidation. Bullying violates this right, and it is much more than a quarrel between children. Anyone who is excluded, put down or humiliated over a long period often feels the consequences long after their school years: in their self-esteem, in their trust in others and in their health.

At the same time, bullying is more complex than it first appears. It feeds on the dynamics of the whole group, and the way adults respond is also decisive.

That is why recipes, checklists and guidelines fall short: what helps in one situation can have the opposite effect in another. Prevention and intervention only become effective when they take the whole system into account and are adapted to the people involved and to the context.

> «Christelle's enormous knowledge, which she puts to use in the search for creative solutions, impresses me greatly and has already helped me in various situations. 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
Page 3 ›

For schools
Counselling, support and team training
Page 4 ›

For professionals
The programme H.A.B.A.360® (**H**olistic **A**nti-**B**ullying **A**pproach)
Page 5 ›

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 they should 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.

- In 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 appropriately»
- «Sibling quarrels or sibling bullying?»

Appointments for counselling and talks: info@edufamily.ch

> «A great personality who conveys her content in a practical, well-founded and understandable way, with great expertise. Not simply presented, but worked out together with the audience, with real ‹aha› moments. In the individual exchange afterwards too: incredibly competent, attentive and personal. 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: the families affected expect quick solutions, teachers are under strain, and a dynamic has often become entrenched in the class that can hardly be resolved with isolated measures. Those who work with everyone involved every day are caught up in these relationships. Support from outside brings a view that takes all sides into account and relieves 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. In this way, the team develops a shared stance. The training usually takes place on site at your school, and on request also online, for example for schools abroad.

> «Christelle Schläpfer delivered a tailor-made training based on our input. […] We enjoyed an exciting, useful and very interesting training. Many thanks for the competent and uncomplicated way of working.»
>
> **Martin S., head teacher, Montlingen secondary school**

Requests for 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 a first introduction for one's own school to working as a multiplier in prevention, counselling and training. The approach is holistic, combines research and practice and considers the whole system rather than isolated symptoms.

The levels at a glance

- **Basic:** first introduction for application in one's own school
- **Level 1 Facilitator:** qualifies to design and run one's own prevention programmes and talks for children, young people and parents
- **Level 2 Coach & Trainer:** qualifies to counsel in bullying and cyberbullying cases, to support schools, parents and affected children and young people, and to run team training in schools
- **Level 3 Mentor:** additionally, certification of schools and teaching of Basic and Level 1
- **Level 4 Senior Mentor:** additionally, 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 so far. I found it fascinating how important it is to deal properly with those who bully too, and not only with the affected child. 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 distinguish between method and stance convinced me.»
>
> **Nadine Portmann, psychosocial counsellor with federal diploma**

Levels, dates and registration:
www.edufamily.ch/en/antibullying-training-for-professionals

PROFILE



Christelle Schläpfer

Expert in bullying and cyberbullying

Counsellor and lecturer in Individual Psychology

I know what it is like to stand in front of a class, and from countless counselling sessions I know how parents feel when their child is being bullied: I taught at upper secondary school for 14 years, and for 16 years I have been supporting families and schools with bullying and cyberbullying. During this time I founded edufamily® and most recently developed H.A.B.A.360®, a training programme for professionals. My approach is rooted in Alfred Adler's Individual Psychology and combines research with practice.

Besides bullying, I also address other parenting and school topics in talks and training, such as sibling rivalry, pressure to perform, school absenteeism or cooperation with parents. For professionals, I also offer case consultations.

As a lecturer, I teach at Ramon Llull University in Barcelona, the Institut Alfred Adler de Paris and ICASSI, among others, and I chair the Section for Pedagogy and Education of the International Association of Individual Psychology. I counsel and teach in German, French, Spanish and English.

BOOK (IN GERMAN)

«Mobbing anders angehen»

Vandenhoeck & Ruprecht, to be published in February 2027

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

There is a great deal of knowledge about bullying, and yet many interventions fail. The book shows why well-meant measures sometimes do harm, and gives schools and parents confidence to act.

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

Pre-order: vandenhoeck-ruprecht-verlage.com



THE PODCAST (IN GERMAN)

Mobbing anders angehen

In the podcast, people affected share their experiences, professionals give insight into their work, and I show what schools and parents can do.

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

edufamily®

Specialised in bullying and cyberbullying
Counselling and training

More than 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.