

Steps for Resolving Conflicts



Stop! It looks like we have a problem...

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1. What happened? How do I feel? & How do I feel?



2. What can we do? Think of some solutions!



3. Give it a try!

4. Teacher follows up and gives PDA

Steps for Resolving Conflicts

Include the children directly involved and use these steps

1. Acknowledge there is a problem or conflict: What happened? How do you feel?
 - *Approach the children calmly, take deep breaths, acknowledge feelings*
 - *Ask what happened? How do you feel?; hear from both children. This is about listening to each other. You do not have to determine who is right.*
2. Ask for solution ideas
 - *See if the children have ideas first*
 - *Get a “solution kit” if needed*
3. Give it a try
 - *Get the children to signal agreement: thumbs up, hand shake*
 - *You can state the solution again if needed and provide PDA for being flexible, being good at solving problems, asking for help, staying calm*
4. Teacher, follow up with children, use PDA!
 - *It's important to see that the issue is resolved or that the children*